Splicecom maximiser

# Vision

## User Manual

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# Introduction

SpliceCom Vision is a web based application suite developed from the ground up by SpliceCom to work with maximiser – and to only work with maximiser. Utilising the latest AJAX and Web 2.0 technologies, Vision has been designed to deliver business critical information, in an easy to understand manner, wherever and whenever it's needed. Vision offers four services; Reports (historical), Recording (capture) , Live (real-time) & Mobility (freedom).

## About this manual

This manual contains all that you need to know to operate the user aspects of the Vision software when being run in conjunction with a SpliceCom maximiser system using version 3.2 software.

## Your Manager Account

This manual assumes that a Manager account has been set for you on the Vision server. This account will give you access to the Vision Portal which will enable you to analyse the call data collected by the Vision server. You will require your Manager account User Name and password to log on to the Vision portal, please refer to your system administrator for these details.

Once you have opened the Vision Portal, as described in the Vision Portal section from page 5, the Main Menu at the top left hand side will display the links to facilities you are able to access, such as Reports, Logs, Live Wallboards, and so on. This list will depend on the rights given to your Manager account. All the facilities available in the Vision Portal are explained in this manual, however if the relevant link is not available to you please refer to your system administrator for further details.

Your Manager account will also determine the call data you have access to, this will either be for all Users and Departments, or for specific Users and Departments.

For your information - the entire Vision server is managed and controlled by an Administrator account that has access rights to all aspects of Vision. Please refer to your system administrator if you require further information.

## Terminology

It may help you to understand the terminology used on a SpliceCom maximiser and Vision system as follows.

### User

A User is a member of staff who has a User account on the maximiser system. This User account will be configured with a User Name, extension number and may or may not be assigned to a specific phone connected to the system. A User can log on to other phones on the system; all their User settings (such as forwarding, DND, speed dials etc) will be available and their calls will be redirected to the new handset.

## Agent

An Agent is a User that has been configured to operate as an Agent on the Vision Call Centre software and therefore can be monitored via the Supervisor Console. This User is then given the ability to log in and out of a Group as explained in the Groups section below.

Please note that a User configured as an Agent can be logged on to a handset to receive extension and external DDI calls but might not necessarily be logged on as an Agent. This is determined by the Agent's Auto Agent Login setting. Please refer to your System Administrator for further details.

## Groups

Groups are used on a maximiser system to collect together Users who have a similar job function, eg Sales Group, or similar skill, eg French Group, for example. If the members of a Group are to be Agents these Users are configured so that they can log in and out of the Group when required. A User can log him/herself in and out of a Group via his/her PCS 5xx IP Phone, PCS 60 software or Agent Portal.

A Group is then assigned to a Department as explained below.

## Departments

A Department on a maximiser system is used to determine how calls are to be routed to a Group, for example, the Catalogue Sales Department routes calls to the Sales Group. A Group can be assigned to multiple Departments and a User can be assigned to multiple Groups which means a User may receive calls for more than one Department. Each Department will have an extension number and, in most scenarios, a DDI number if external calls are to be directed to this Department. The Department will determine in which order calls are presented to the members of the Group and what will happen to calls when all the members are busy, not at their desk or gone home for the day. While a call is waiting to be answered the caller will be placed in a queue, then played announcements and hold music while they wait.

If a Department is to be monitor by the Vision Call Centre software this Department is configured as a Queue as explained below

## Queues

A Queue is a Department that has been configured to be monitored by the Vision Call Centre software. A Queue will be configured to distribute calls either to the longest idle Agents or to the least busy Agents first. Where an Agent is receiving calls for multiple Departments, a Queue can be configured so that a call to that Queue will have priority over calls to another Queue either by default or after a certain amount time.

## Wrap Up Time

A Department can be configured with a Wrap Up Time whereby, after a User has finished a call to the Department, a certain amount time must elapse before this User can take another call. This is useful when administration tasks need to be completed at the end of a call. A Queue can be configured with Completion Codes such as "Order Taken", "Level 1 Enquiry", etc which an Agent can select from the display on their PCS 58x, 57x, 56x IP Phone, PCS 60 software or Agent Portal during the Wrap Up time. A Completion Code can also be configured with an Extended Wrap Up Time if a particular code requires a longer time for the Agent to complete the necessary administration. These codes can then be searched and analysed within a Vision Call Centre report.

## SLA

Service Level Agreement (SLA) Levels determining how quickly a call should be answered and how long that call should be handled can be entered within the Vision Call Centre software. These SLAs are then used to analyse the call handling performance by the business. Please refer to your system administrator for further details.

## Contacts

The maximiser system can store a database of contact details for external customers, suppliers, business associates, and so on. This is called the Contacts database and each entry is called a Contact. These Contacts can store, eg the customer's telephone number, mobile number, company name, address, job title and so on. These numbers will then be used by the maximiser to match with incoming CLI, if presented. If a match is found the Contact name is displayed on the phone receiving the call and stored with the call data. These entries can also be utilized by a User to speed dial the number required and again the Contact name is stored with the call data. This means that calls from, for example, important customers can be easily identified and then how those calls were handled can be analysed via Vision.

## Caller Line Identification (CLI/CLID)

CLI is a service supplied by most phone providers, whereby your phone number is transmitted when you make a phone call. If a caller to your company presents their CLI with the call and this is matched in the Contacts database (described above) this caller's name will be displayed on your phone and stored with the call data.

## Supervisor Console

The Supervisor Console is a web based application that allows a Vision Manager to monitor Agents and Queues in real-time, displaying, for example, details of an Agents current call, Login duration, number of calls not answered, calls to a Queue waiting to be answered, and allowing the Supervisor to boost the priority of a call.

## Blacklisting

An Agent will be placed in a blacklisted state if he/she fails to answer a specified number of consecutive calls. If blacklisted the Agent will not receive any calls for 5 minutes unless manually put into a waiting state via the Supervisor Console. Please note that the Agent will be blacklisted again if he/she does not answer the next call, this will continue until the Agent answers a call. The number of consecutive unanswered calls that will blacklist an Agent can be configured for each Queue via the Edit Queue configuration form.

## Agent Portal

The Agent Portal is a web based application that allows a User to monitor their own call data, log themselves in and out of Groups and select Not Available codes. The User must be configured as an Agent to use this software.

## Not Available Codes

Vision Call Centre software can be configured with Not Available Codes such as "At Lunch", "In a meeting", "Doing paperwork", and so on. These can then be selected by Agents via their Agent Portal or PCS 60 software to indicate why they are unable to take calls. Once selected this code will be displayed in the Supervisor Console. When an Agent has selected a Not Available Code that User will not be presented with calls via their Queue(s), however they will still receive calls via their extension number and

DDI number. A Not Available Code can also be configured to enable Do Not Disturb for that User when the code is selected. Please refer to your System Administrator for details of the Not Available Codes configured on your system.

## PCS 60

This is a software application that can be run either as an IP Phone, or as a partner to the User's handset and allows the User to control and configure their telephone handset via their PC. If the User is also an Agent this Agent's call statistics can be displayed in the Status Bar, he/she can select Not Available Codes and Completion Codes. Please refer to your system administrator for further details.

If you require any further information on how your maximiser system and Vision software is configured please refer to your system administrator.

# Vision Portal

The Vision Portal is used to view all call logging information, listen to recordings, create reports and reporting groups, create wallboards, create new Managers and configure Mobility.

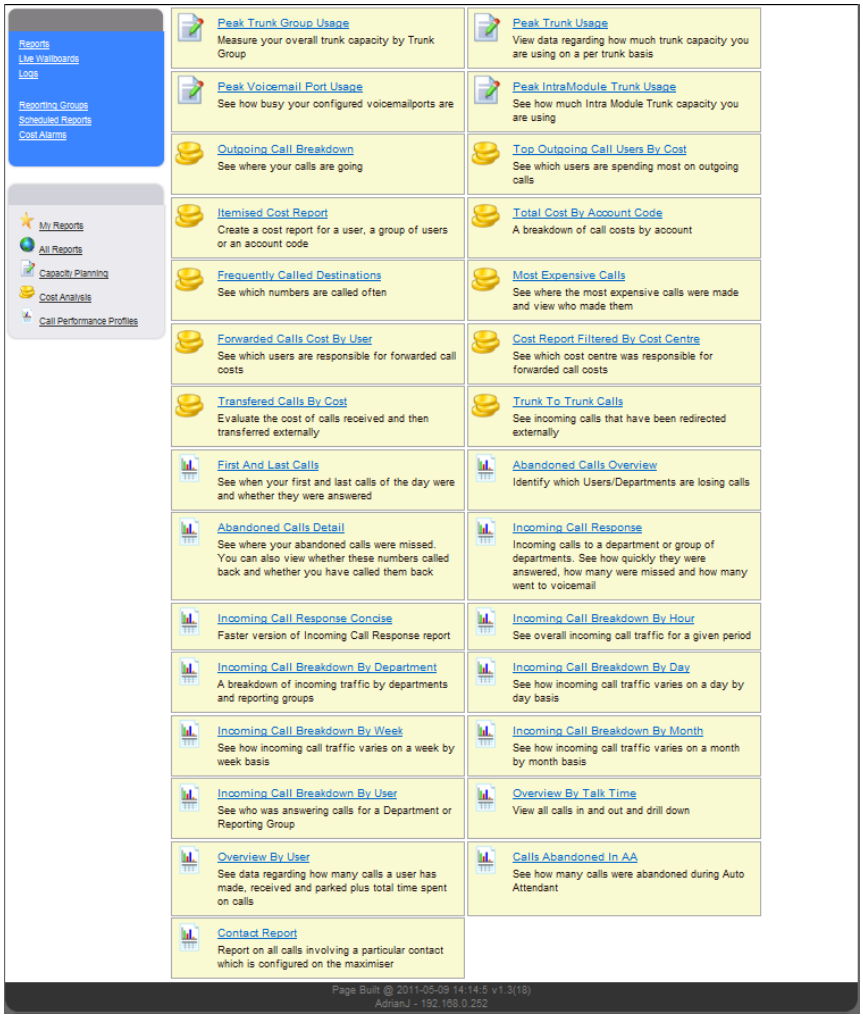
You can access the Vision Portal by entering the following URL in your web browser:

http://ip address of vision server/vision

eg http://192.168.0.251/vision

You will be requested to enter your User Name and password. These will be the log in details for the Manager account set up for you on the Vision server. Please refer to your System Administrator for further details.

Once the Vision portal is open the Reports page will be automatically displayed with the Main Menu displayed on the top left hand side.


Reports
Live Wallboards
Logs
Reporting Groups
Scheduled Reports
Cost Alarms
My Reports
All Reports
Capacity Planning
Cost Analysis
Call Performance Profiles
Peak Trunk Group Usage
Measure your overall trunk capacity by Trunk Group
Peak Trunk Usage
View data regarding how much trunk capacity you are using on a per trunk basis
Peak Voicemail Port Usage
See how busy your configured voicemailports are
Peak IntraModule Trunk Usage
See how much Intra Module Trunk capacity you are using
Outgoing Call Breakdown
See where your calls are going
Top Outgoing Call Users By Cost
See which users are spending most on outgoing calls
Itemised Cost Report
Create a cost report for a user, a group of users or an account code
Total Cost By Account Code
A breakdown of call costs by account
Frequently Called Destinations
See which numbers are called often
Most Expensive Calls
See where the most expensive calls were made and view who made them
Forwarded Calls Cost By User
See which users are responsible for forwarded call costs
Cost Report Filtered By Cost Centre
See which cost centre was responsible for forwarded call costs
Transfered Calls By Cost
Evaluate the cost of calls received and then transferred externally
Trunk To Trunk Calls
See incoming calls that have been redirected externally
First And Last Calls
See when your first and last calls of the day were and whether they were answered
Abandoned Calls Overview
Identify which Users/Departments are losing calls
Abandoned Calls Detail
See where your abandoned calls were missed. You can also view whether these numbers called back and whether you have called them back
Incoming Call Response
Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail
Incoming Call Response Concise
Faster version of Incoming Call Response report
Incoming Call Breakdown By Hour
See overall incoming call traffic for a given period
Incoming Call Breakdown By Department
A breakdown of incoming traffic by departments and reporting groups
Incoming Call Breakdown By Day
See how incoming call traffic varies on a day by day basis
Incoming Call Breakdown By Week
See how incoming call traffic varies on a week by week basis
Incoming Call Breakdown By Month
See how incoming call traffic varies on a month by month basis
Incoming Call Breakdown By User
See who was answering calls for a Department or Reporting Group
Overview By Talk Time
View all calls in and out and drill down
Overview By User
See data regarding how many calls a user has made, received and parked plus total time spent on calls
Calls Abandoned In AA
See how many calls were abandoned during Auto Attendant
Contact Report
Report on all calls involving a particular contact which is configured on the maximiser
Page Built @ 2011-05-09 14:14:5 v1.3(18)
AdrianJ - 192.168.0.252

## Configure Managers

If you have been given the rights to create Manager accounts on the Vision server the Configure Managers link will be available within the Main Menu. Please refer to your system administrator for further details.

## Configure Mobility

If you have been given the rights to enable VisionMobility for your colleagues the Configure Mobility link will be available within the Main Menu. Vision Mobility allows a User to control his/her handset via an application similar to the PCS 60 but accessed via a web browser. Please refer to your system administrator for further details.

## Call Alarms

If you have been given the rights to configure Call Alarms this link will be available within the Main Menu. This feature enables Vision to be configured to send an email in the event of an exceptional number of calls or call duration which might indicate the system is a target of fraud. All outbound ISDN and SIP trunks can also be closed down at the same time to stop all outbound calls. Please refer to your system administrator for further details.

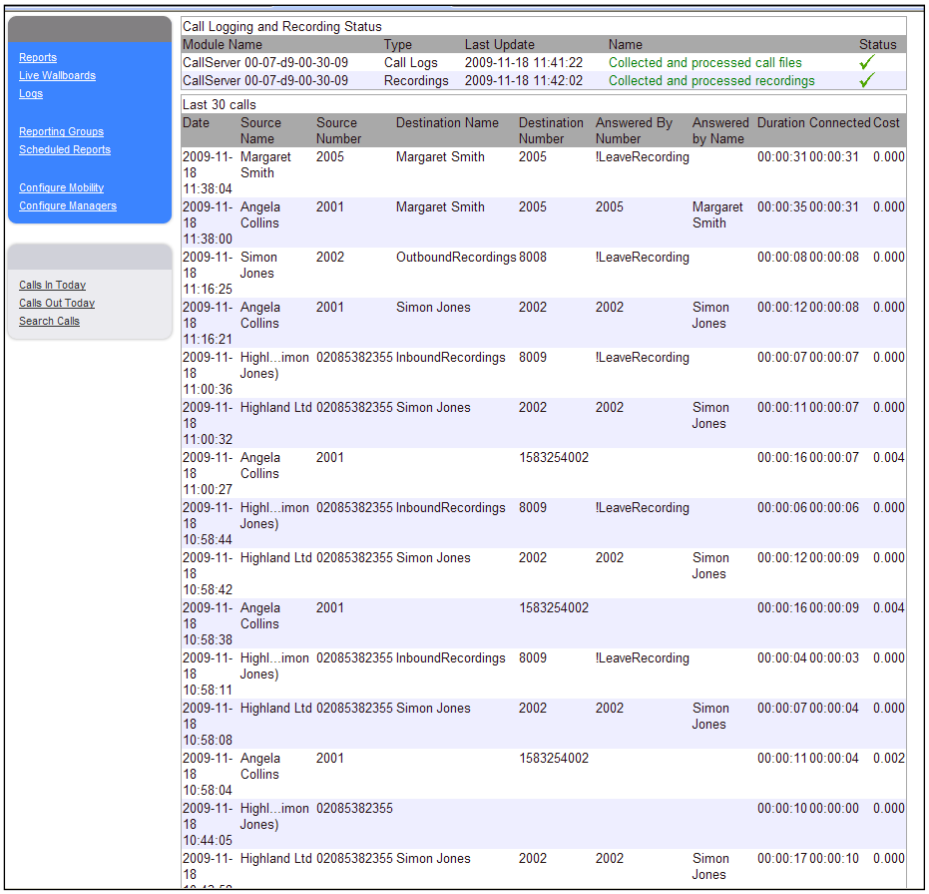
# Call Logs

## Using the Call Logs

The Logs link in the Main Menu of the Vision portal will show live call logging for the system. This page will update every 30 seconds and display up to 30 calls. The most recent calls are displayed at the top.

The data displayed will be dependent on the permissions given to your Manager account. This will either be for all Users and Departments or for specific Users and Departments.

This data can be copied and pasted into another document, for example, MS Excel.


Reports
Live Wallboards
Logs
Reporting Groups
Scheduled Reports
Configure Mobility
Configure Managers
Calls In Today
Calls Out Today
Search Calls
Call Logging and Recording Status
Module Name | Type | Last Update | Name | Status
CallServer 00-07-d9-00-30-09 | Call Logs | 2009-11-18 11:41:22 | Collected and processed call files
CallServer 00-07-d9-00-30-09 | Recordings | 2009-11-18 11:42:02 | Collected and processed recordings
Last 30 calls
Date | Source Name | Source Number | Destination Name | Destination Number | Answered By Number | Answered by Name | Duration Connected | Cost
2009-11-18 11:38:04 | Margaret Smith | 2005 | Margaret Smith | 2005 | !LeaveRecording | | 00:00:31 00:00:31 | 0.000
2009-11-18 11:38:00 | Angela Collins | 2001 | Margaret Smith | 2005 | 2005 | Margaret Smith | 00:00:35 00:00:31 | 0.000
2009-11-18 11:16:25 | Simon Jones | 2002 | OutboundRecordings | 8008 | !LeaveRecording | | 00:00:08 00:00:08 | 0.000
2009-11-18 11:16:21 | Angela Collins | 2001 | Simon Jones | 2002 | 2002 | Simon Jones | 00:00:12 00:00:08 | 0.000
2009-11-18 11:00:36 | Highl...imon Jones) | 02085382355 | InboundRecordings | 8009 | !LeaveRecording | | 00:00:07 00:00:07 | 0.000
2009-11-18 11:00:32 | Highland Ltd | 02085382355 | Simon Jones | 2002 | 2002 | Simon Jones | 00:00:11 00:00:07 | 0.000
2009-11-18 11:00:27 | Angela Collins | 2001 | | 1583254002 | | | 00:00:16 00:00:07 | 0.004
2009-11-18 10:58:44 | Highl...imon Jones) | 02085382355 | InboundRecordings | 8009 | !LeaveRecording | | 00:00:06 00:00:06 | 0.000
2009-11-18 10:58:42 | Highland Ltd | 02085382355 | Simon Jones | 2002 | 2002 | Simon Jones | 00:00:12 00:00:09 | 0.000
2009-11-18 10:58:38 | Angela Collins | 2001 | | 1583254002 | | | 00:00:16 00:00:09 | 0.004
2009-11-18 10:58:11 | Highl...imon Jones) | 02085382355 | InboundRecordings | 8009 | !LeaveRecording | | 00:00:04 00:00:03 | 0.000
2009-11-18 10:58:08 | Highland Ltd | 02085382355 | Simon Jones | 2002 | 2002 | Simon Jones | 00:00:07 00:00:04 | 0.000
2009-11-18 10:58:04 | Angela Collins | 2001 | | 1583254002 | | | 00:00:11 00:00:04 | 0.002
2009-11-18 10:44:05 | Highl...imon Jones) | 02085382355 | | | | | 00:00:10 00:00:00 | 0.000
2009-11-18 | Highland Ltd | 02085382355 | Simon Jones | 2002 | 2002 | Simon Jones | 00:00:17 00:00:10 | 0.000

**Date** = this column will display the date and time the calls was made or received.

**Source Name** = this column displays either the name of the User who made the call or the name of the external contact (if the Source Number has been matched in the Contacts database) the call has been received from. If no match was found the entry in this column will be blank.

**Source Number** = this column will display either the extension number of the User who made the call or the incoming CLI received with this call.

**Destination Name** = this will display the name of the User or Department the call was made to.

**Destination Number** = this column will display the extension number of the User or Department the call was made to.

**Answered by Number** = this column displays the extension number that answered the call. This is useful to show which member of a Department answered the call or to show where a call was forwarded to.

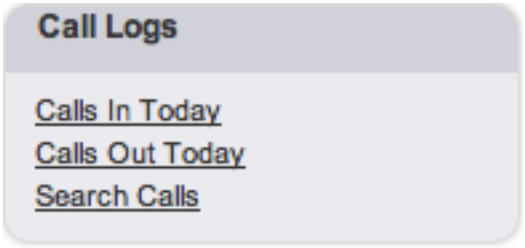
**Answered by Name** = this column will display the User name of the extension that answered the call.

**Duration** = this will show the amount of time the call was active, including ringing time.

**Connected** = this column will show the amount of time from the call being answered to the call ending.

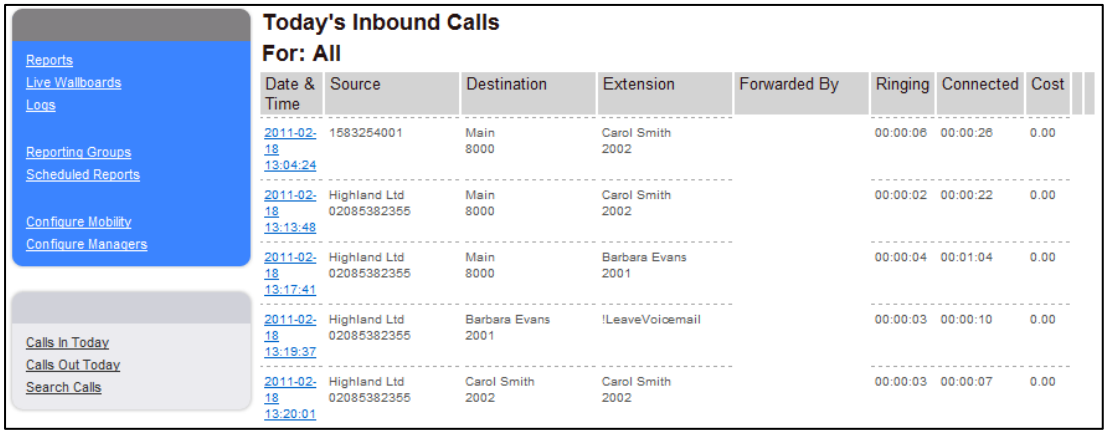
**Cost** = this will display the cost of the call dependent on the Pricing Scheme being used.

When the Logs are displayed the Call Logs Menu is also available.




## Calls In Today

The Calls In Today link will display all incoming external calls received today.



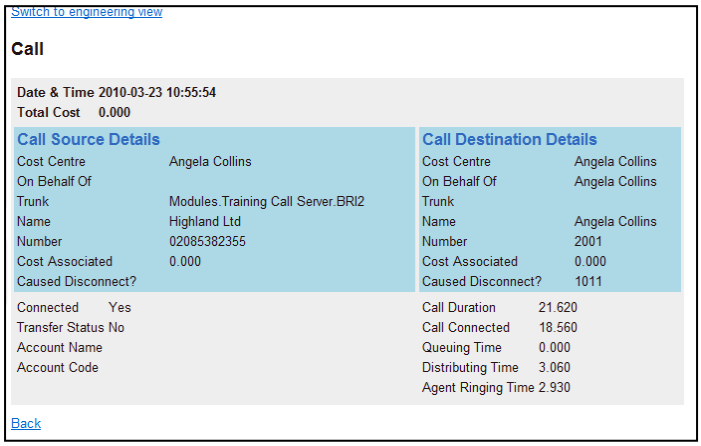

The most recent call will be displayed at the bottom. If a call has been recorded the Speaker icon will be displayed on the right hand side of the call.

| | |
|---|---|
| Date & Time | The time and the date the call was received |
| Source | The incoming CLI received with this call, if presented. If this CLI is matched in the Contacts database the contact name will be displayed with the number |
| Destination | The extension that the call was routed to. |

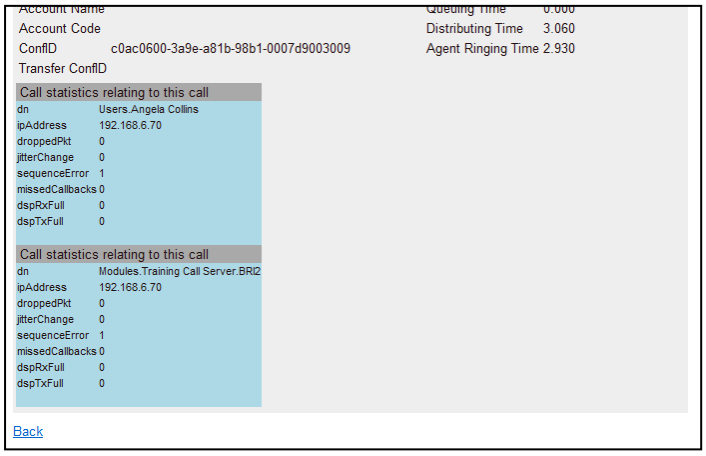
| | |
|---|---|
| Extension | The User and extension number or voicemail that answered the call. If the call was routed to a Department, this column will show which Department member answered the call. If the call was routed to a User account this column will show which User picked up the call or which User the call was forwarded to. |
| Forwarded by | The User that forwarded the call. |
| Ringing | The amount of time the call was ringing before it was answered |
| Connected | The amount of time from the call being answered to the call being ended |
| Cost | N/A |

## Call Log Detail

Further details relating to a call can be viewed by selecting the call within the Date & Time column and the following screen will be displayed.

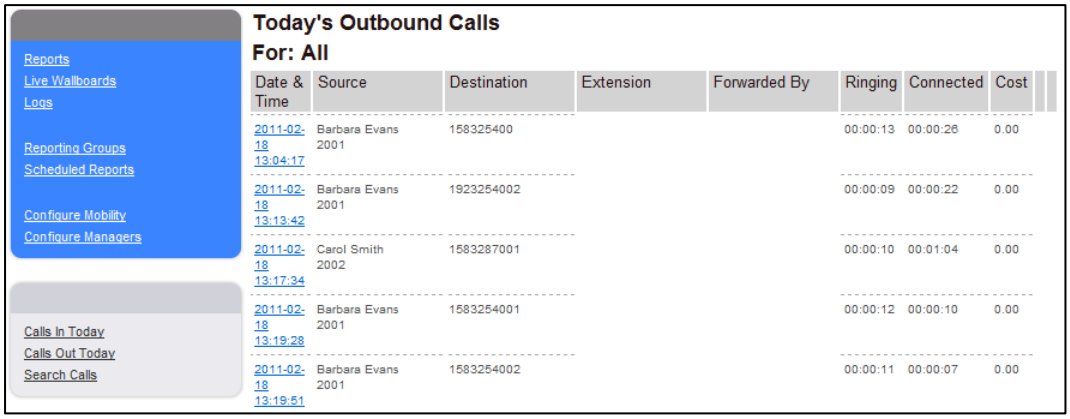



Further information can be viewed by selecting Switch to engineering view.



## Calls Out Today

The Calls Out Today link will display all outgoing external calls made today.



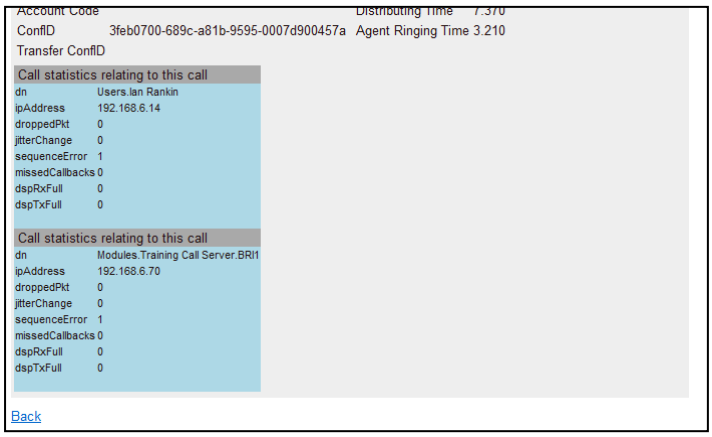

The most recent call will be displayed at the bottom. If a call has been recorded the Speaker icon will be displayed on the right hand side of the call.

| | |
|---|---|
| Date & Time | The time and the date the call was made. |
| Source | The User and their extension number making the call |
| Destination | The number that was dialled. If this number is matched in the Contacts database the Contact name will also be displayed. |
| Extension | N/A |
| Forwarded by | The User that forwarded the call |
| Ringing | The amount of time the call was ringing before it was answered |
| Connected | The amount of time from the call being answered to the call being ended |
| Cost | The cost of the call dependent on the Pricing Schemes entered |

## Call Log Detail

Further details relating to a call can be viewed by selecting the call within the Date & Time column and the following screen will be displayed.

Further information can be viewed by selecting Switch to engineering view.




## Search Calls

The Search Calls link will enable you to search for specific calls in the logs, for example, internal calls made today, calls to a specific extension, all calls made last week, and so on.

Call Log Search dialogue box will allow you to search for calls by filling in the relevant fields. The asterisk (*) can be used as a wild card.

**Report Period** = select the time period for which you wish to search for calls, eg Today, This Month, last 30 days etc. If you choose Custom you will need to fill out the Date (from) and Date (to) fields.

**Date (from)** = used when Custom is selected in the Report Period field. This is the start date for the time period required in your search. Click on Select Date to pick the start date required.

**Date (to)** = used when Custom is selected in the Report Period field. This is the end date for the time period required in your search. Click on Select Date to pick the end date required.

**For Company** = if the Companies feature is being used on the **max**imiser system this list box allows you to search for calls to or from Users and Department belonging to a particular Company.

**Time (start)** = to search for calls made or received within a certain time of the day enter the required start time here. This should be entered as, eg 17:00

**Time (end)** = to search for calls made or received within a certain time of the day enter the required end time here. This should be entered as, eg 20:00

**Cost Centre** = this indicates the entity that the cost of a call is attributed to. Enter here a User or Department name.

**Source Name** = to search for calls made by a specific User or received from a specific Contact enter either the name of the User who made the calls or the name of the external contact the calls were received from. (Please note the external contact's incoming CLI must have been matched in the Contacts database at the time of the call.)

**Source Number** = to search for calls made by a specific extension or received from a specific incoming number enter the extension number of the User who made the calls or the incoming CLI received with the calls.

**Target Name** = to search for calls made to a specific User or Department enter the name of the User or Department the calls were made to.

**Target Number** = to search for calls made to a specific extension number enter the extension number of the User or Department the calls were made to.

**Answered by Number** = to search for calls answered by a specific extension enter the extension number that answered the calls.

**Answered by Name** = to search for calls answered by a specific User enter the User name of the extension that answered the calls.

**Account Code** = if account coding is being used on the **max**imiser system and you wish to search for calls assigned to a specific account code enter the required account code here.

Once you have completed the required fields click on Generate Report.

## Call Status

The following icons may be displayed within the Call Logs and represent the following:

The call was abandoned before it could be answered by the extension or voicemail

This call was parked

P This call was picked up from a park slot

1 This indicates the transferred leg of the call.

2 This indicates the second leg of a transferred call

## Accessing Call Recordings

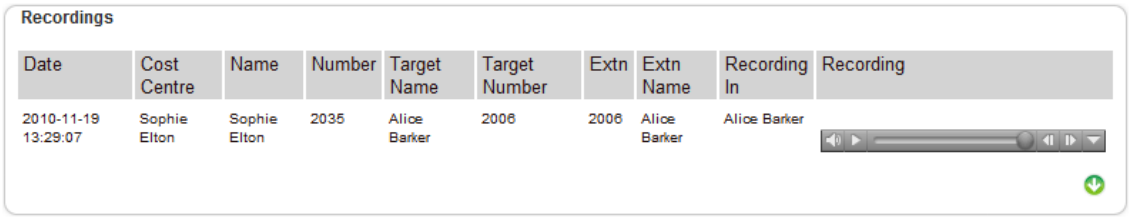
If call recording has been set up on your system and you have been given the rights to these recordings you can listen to them as follows:

1 To view calls that have been recorded firstly search for the required calls using Calls In Today, Calls Out Today or Search Calls.

2 Calls that have been recorded will be indicated by the Speaker icon displayed on the right hand side of the call.

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost | |
|---|---|---|---|---|---|---|---|---|
| 2010-11-19 13:28:58 | Sophie Elton 2035 | Alice Barker 2006 | Alice Barker 2006 | | 00:00:02 | 00:00:06 | 0.00 | |

3 Click on the speaker icon you will be taken to the Recordings page for that call:



Recordings

| Date | Cost Centre | Name | Number | Target Name | Target Number | Extn | Extn Name | Recording In | Recording |
|---|---|---|---|---|---|---|---|---|---|
| 2010-11-19 13:29:07 | Sophie Elton | Sophie Elton | 2035 | Alice Barker | 2006 | 2006 | Alice Barker | Alice Barker | |

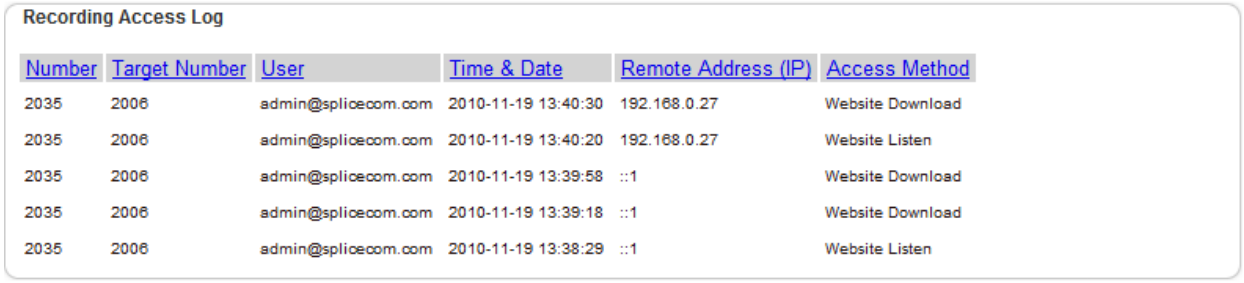
4 If your browser has the relevant QuickTime plug in then you will be able to listen to the recording via your Web Browser, this will play automatically. If you do not have the QuickTime plug in installed, then your default application for listening to .wav files will open.

### Downloading a recording

In the Recordings page click on the Download icon and following the relevant download/save instructions of your PC.

### Recording Access Log

The next time a call recording is listened to the Recording Access Log at the bottom of the screen will display when and by whom (the relevant Manager's email address) the recording has been listened to in the past..

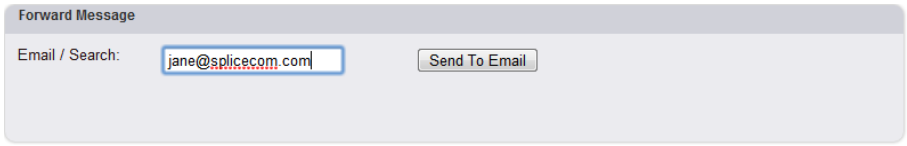

Recording Access Log
Number
Target Number
User
Time & Date
Remote Address (IP)
Access Method
2035 2006 admin@splicecom.com 2010-11-19 13:40:30 192.168.0.27 Website Download
2035 2006 admin@splicecom.com 2010-11-19 13:40:20 192.168.0.27 Website Listen
2035 2006 admin@splicecom.com 2010-11-19 13:39:58 ::1 Website Download
2035 2006 admin@splicecom.com 2010-11-19 13:39:18 ::1 Website Download
2035 2006 admin@splicecom.com 2010-11-19 13:38:29 ::1 Website Listen

The Remote Address (IP) column will display the IP address of the PC that listened to the recording. If the number one (::1) is displayed this indicates that the recording was listened to locally on Vision server.

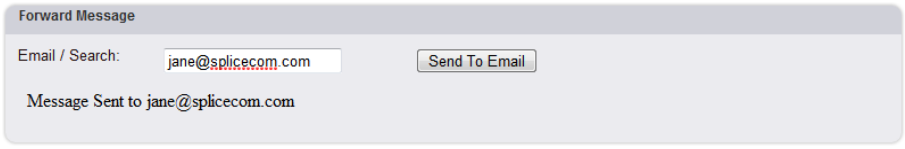
## Forward a recording to an email account

After listening to a recording this recording can be forwarded to an email account. Please note that this facility must have been previously configured on your system, please refer to your system administrator for further details.

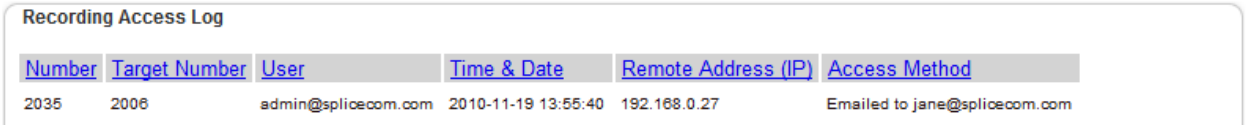
1 Click on the speaker icon beside the relevant call.
2 Within the Forward Message section, in the Email/Search field enter the email address where the recording is to be sent.




3 Click on the Send To Email button
4 Confirmation that the message has been sent will be displayed.




5 A record of this action will be displayed in the Recording Access Log next time the recording is listened to.



# Reports

Vision Reports are graphical, in full colour, and are designed to highlight trends and assist in analysis, rather than simply providing a huge amount of data, which must then be processed and analysed using other tools such as spread sheets. Available to anyone with the appropriate access rights, anywhere via a standard web browser, Vision Reports are "management ready" and can be printed off if required.

Peak Trunk Group Usage
Measure your overall trunk capacity by Trunk Group
Peak Trunk Usage
View data regarding how much trunk capacity you are using on a per trunk basis
Peak Voicemail Port Usage
See how busy your configured voicemailports are
Peak IntraModule Trunk Usage
See how much Intra Module Trunk capacity you are using
Outgoing Call Breakdown
See where your calls are going
Top Outgoing Call Users By Cost
See which users are spending most on outgoing calls
Itemised Cost Report
Create a cost report for a user, a group of users or an account code
Total Cost By Account Code
A breakdown of call costs by account
Frequently Called Destinations
See which numbers are called often
Most Expensive Calls
See where the most expensive calls were made and view who made them
Forwarded Calls Cost By User
See which users are responsible for forwarded call costs
Cost Report Filtered By Cost Centre
See which cost centre was responsible for forwarded call costs
Transfered Calls By Cost
Evaluate the cost of calls received and then transferred externally
Trunk To Trunk Calls
See incoming calls that have been redirected externally
First And Last Calls
See when your first and last calls of the day were and whether they were answered
Abandoned Calls Overview
Identify which Users/Departments are losing calls
Abandoned Calls Detail
See where your abandoned calls were missed. You can also view whether these numbers called back and whether you have called them back
Incoming Call Response
Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail
Incoming Call Response Concise
Faster version of Incoming Call Response report
Incoming Call Breakdown By Hour
See overall incoming call traffic for a given period
Incoming Call Breakdown By Department
A breakdown of incoming traffic by departments and reporting groups
Incoming Call Breakdown By Day
See how incoming call traffic varies on a day by day basis
Incoming Call Breakdown By Week
See how incoming call traffic varies on a week by week basis
Incoming Call Breakdown By Month
See how incoming call traffic varies on a month by month basis
Incoming Call Breakdown By User
See who was answering calls for a Department or Reporting Group
Overview By Talk Time
View all calls in and out and drill down
Overview By User
See data regarding how many calls a user has made, received and parked plus total time spent on calls
Calls Abandoned In AA
See how many calls were abandoned during Auto Attendant
Contact Report
Report on all calls involving a particular contact which is configured on the maximiser

Key reports can be scheduled by time and date and delivered to individuals or groups by email and you can build your own reporting groups. Vision Reports is broken down into three main areas; Call Performance Profiles, Cost Analysis and Capacity Planning. Vision provides 21 standard reports, which focus on providing the detailed and summary information that are required to effectively measure – and therefore manage – telephony on a business-wide basis.

To aid the decision-making process, this guide provides a description of each report, detailing the exact definition of all the terms using within the reports. This significantly aids administrators and managers in understanding how each Department and the business as a whole is performing, and therefore assists in making the correct decisions to further improve the overall company performance.

Each of the standard Vision Reports can be run over a range of dates (the Report Period). The options for the Report Period are:

- Today
- Yesterday
- This Week

- This Month
- This Year
- Last Week
- Last Month
- 7 Days
- 30 Days
- 60 Days
- 90 Days
- Custom (allows any Start Date and End Date to be defined)

A specific time period during the day can also be specified, with a start and end time in 24 hour format.

Each report can be printed or exported in a CSV format. The reports are divided into three major categories; Capacity Planning, Cost Analysis and Call Performance Profiles.

If an Uplift % and/or VAT% have been previously configured within the Vision, these will be automatically displayed when creating a Cost Analyis Report. These can be amended for each report if required.

## Accessing the Reports

To use the following reports click on the Reports link within the Main Menu of the Vision portal. If this link is not displayed your Manager account has not been given the rights to use the Reports. (Please note that if the Call Centre Reports link is displayed your maximiser system is running the Vision Call Centre software. Please refer to Vision Call Centre Reports section from page 85 for further details.)

## Reporting Groups

If a collection of Users and/or Departments need to be reported on these Users and Departments can be entered into to a Reporting Group. A report or a Statistic Panel within a wallboard can then be created using this Reporting Group.

### Create a Reporting Group

1 Within the Vision Portal click on the Reporting Group link
2 Click on the Create Group button.
3 In the Group Name field enter the text that will identify this Reporting Group.
4 In the Description field enter the text that will describe the usage of this Reporting Group. (Both the Group Name and Description fields must be populated with text for the group to be created.)
5 Select the Add Group button.
6 The new group will be added to the Reporting Groups list
7 Select the group you have just created from this list.
8 A list of Users and Departments on the system will be displayed on the left hand side
9 To add a member to the group click on the User or Department required. This entry will move over to the right hand screen, indicating that they are a member of the group.

Alternatively,

9 To add multiple members to the group, select the tick boxes beside all the Users and/or Departments you wish to add to the group.

10 Select the Submit button (at the bottom left hand side). These entries will move over to the right hand screen, indicating that they are a member of the group.

Alternatively,

9 To add all Users and/or all Departments to the group, select the Add all Users and/or Add all Departments link at the top.

10 All Users and/or Departments will move over to the right hand screen, indicating that they are a member of the group.

Please note:

- You will only be able to add Users and Departments that you have permission for
- A Reporting Group created with no Group Members will report on everyone on the system or every User and Department that you have permission for.
- When a User Name is changed on the system this will be automatically reflected within the Reporting Group.

## Report Ownership

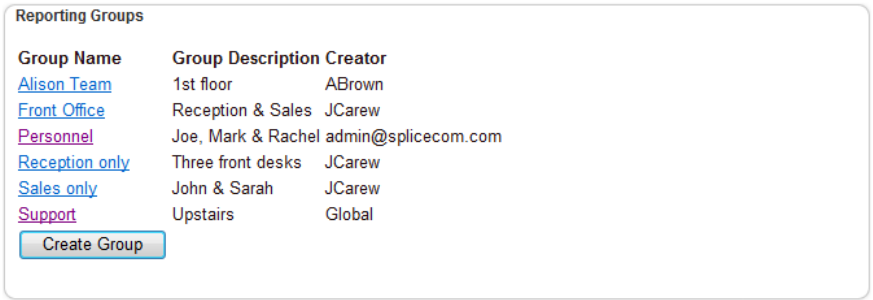
The group will be owned by you as the Manager creating the Reporting Group.

The Administrator or a Manager with Configure Manager rights can create a Reporting Group for you. If you have Configure Manager rights you can create a Reporting Group for another Manager by selecting this Manager from the Owned By list box.

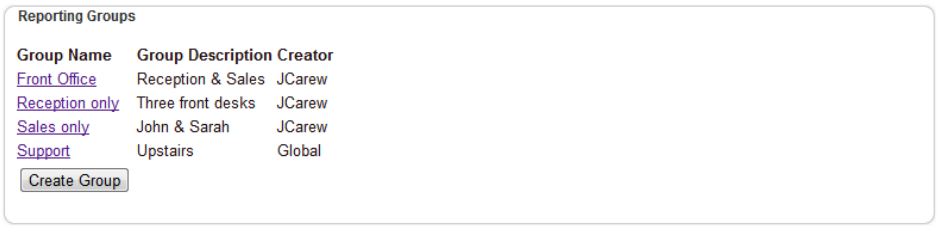
If you do not have Configure Manager rights you will not be given the Owned By list box so you will only be able to create your own groups. These Groups can only be used and edited by you, by the Administrator or a Manager with Configure Manager rights.

The Administrator or a Manager with Configure Manager rights can create Global Reporting Groups by selecting this option from the Owned By list box. A Global Reporting Group can be used by all Managers, but can only be edited by the Administrator or a Manager with Configure Manager rights.

Each group will be displayed with the Manager's name within the Creator column.



If you do not have Configure Manager rights you will only be able to use and view your own Reporting Groups and Global Reporting Groups. You will only be able edit your own Groups.

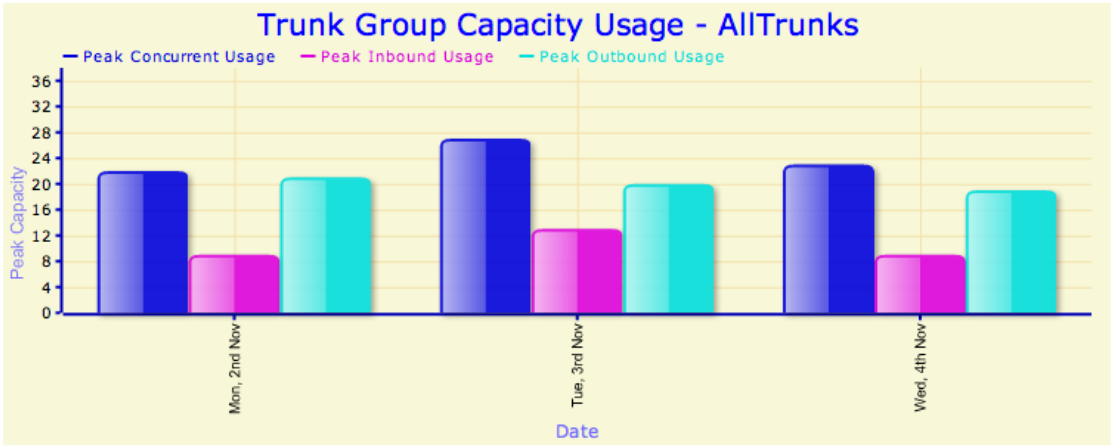



# Peak Trunk Group Usage

## Capacity Planning Report Description

Gives "the big picture" on trunk usage per day, where multiple lines are combined together to form a Trunk Group. Gives the background info required for the need to add/reduce the overall number of lines within a Group. Also clearly shows the peak time for calls in/out of the business on a per Trunk Group basis.

Report: **Peak Trunk Group Usage**
For: **AllTrunks**
Date Range: **This Week**




| Date | Peak Concurrent Usage | Peak Outbound Usage | Peak Inbound Usage | Maximum Trunk Capacity | Peak Percentage Used |
|---|---|---|---|---|---|
| Mon, 2nd Nov | 22 | 21 | 9 | 38 | 57.89 |
| Tue, 3rd Nov | 27 | 20 | 13 | 38 | 71.05 |
| Wed, 4th Nov | 23 | 19 | 9 | 38 | 60.52 |
| | 27 | 21 | 13 | 38 | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| Trunk Group | List automatically populated from the maximiser database |

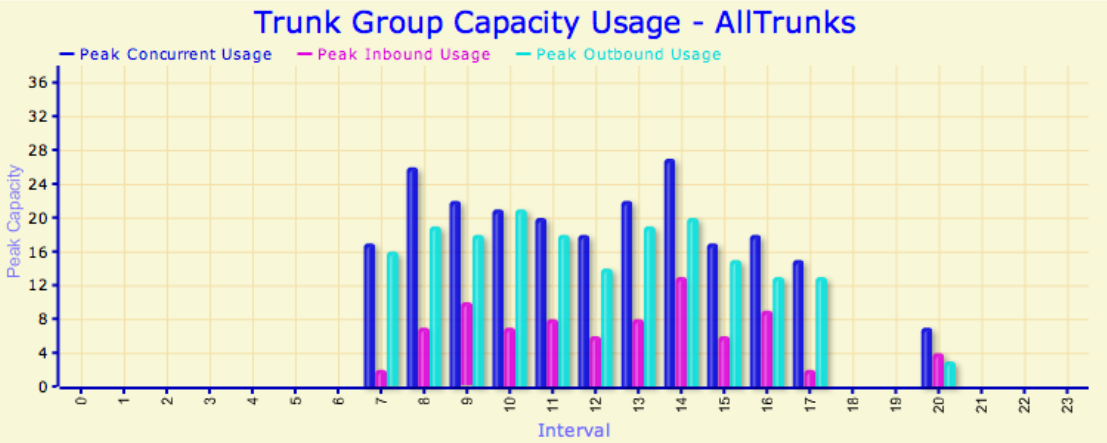
## Report Columns

| | |
|---|---|
| Date | Day, Date and Month |
| Peak Concurrent Usage | The maximum total number of trunk channels used simultaneously on that date |
| Peak Outbound Usage | The maximum number of trunk channels used for simultaneous outbound calls on that date |
| Peak Inbound Usage | The maximum number of trunk channels used for simultaneous inbound calls on that date |
| Maximum Trunk Capacity | The total number of trunk channels available. This information is obtained from the trunk licences registered on maximiser |
| Peak Percentage Used | The Peak Concurrent Usage divided by Maximum Trunk Capacity expressed as a percentage |

## Drill Down Report

Drill down on Date gives a graphical representation and statistics broken down into hourly segments.

Report: **Peak Trunk Group Capacity**
For: **AllTrunks**
Date Range: **From: 2009-11-02, To: 2009-11-03**



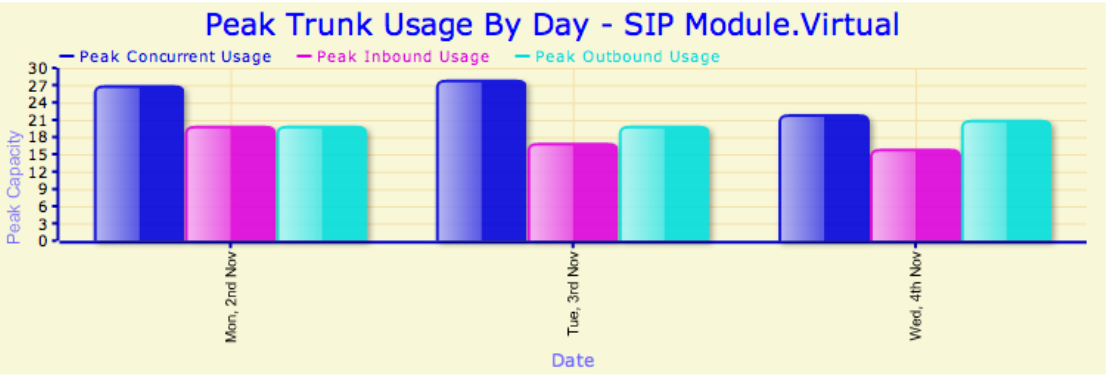

| Interval | Peak Concurrent Usage | Peak Outbound Usage | Peak Inbound Usage | Maximum Trunk Capacity | Peak Percentage Used |
|---|---|---|---|---|---|
| 00:00-00:59 | | | | | |
| 01:00-01:59 | | | | | |
| 02:00-02:59 | | | | | |
| 03:00-03:59 | | | | | |
| 04:00-04:59 | | | | | |
| 05:00-05:59 | | | | | |
| 06:00-06:59 | | | | | |
| 07:00-07:59 | 17 | 16 | 2 | 38 | 44.73 |
| 08:00-08:59 | 26 | 19 | 7 | 38 | 68.42 |
| 09:00-09:59 | 22 | 18 | 10 | 38 | 57.89 |
| 10:00-10:59 | 21 | 21 | 7 | 38 | 55.26 |
| 11:00-11:59 | 20 | 18 | 8 | 38 | 52.63 |
| 12:00-12:59 | 18 | 14 | 6 | 38 | 47.36 |
| 13:00-13:59 | 22 | 19 | 8 | 38 | 57.89 |
| 14:00-14:59 | 27 | 20 | 13 | 38 | 71.05 |
| 15:00-15:59 | 17 | 15 | 6 | 38 | 44.73 |
| 16:00-16:59 | 18 | 13 | 9 | 38 | 47.36 |
| 17:00-17:59 | 15 | 13 | 2 | 38 | 39.47 |
| 18:00-18:59 | 0 | 0 | 0 | 38 | 0.00 |
| 19:00-19:59 | | | | | |
| 20:00-20:59 | 7 | 3 | 4 | 38 | 18.42 |
| 21:00-21:59 | | | | | |
| 22:00-22:59 | | | | | |
| 23:00-23:59 | | | | | |
| | 27 | 21 | 13 | 38 | |

# Peak Trunk Usage

## Capacity Planning Report Description

Displays how much trunk capacity is being used on a per trunk, per day basis. Enables you to make informed choices on the need to add more trunks to prevent calls being lost – or alternatively to reduce your costs if trunks are lying dormant. Clearly shows the peak time for calls in/out of the business on an individual trunk basis.

Report: **Peak Trunk Usage**
For: **SIP Module Virtual**
Date Range: **This Week**




| Date | Peak Concurrent Usage | Peak Outbound Usage | Peak Inbound Usage | Maximum Trunk Capacity | Peak Percentage Used |
|---|---|---|---|---|---|
| Mon, 2nd Nov | 27 | 20 | 20 | 30 | 90.00 |
| Tue, 3rd Nov | 28 | 20 | 17 | 30 | 93.33 |
| Wed, 4th Nov | 22 | 21 | 16 | 30 | 73.33 |
| | 28 | 21 | 20 | 30 | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For Trunk | List automatically populated from the maximiser database |

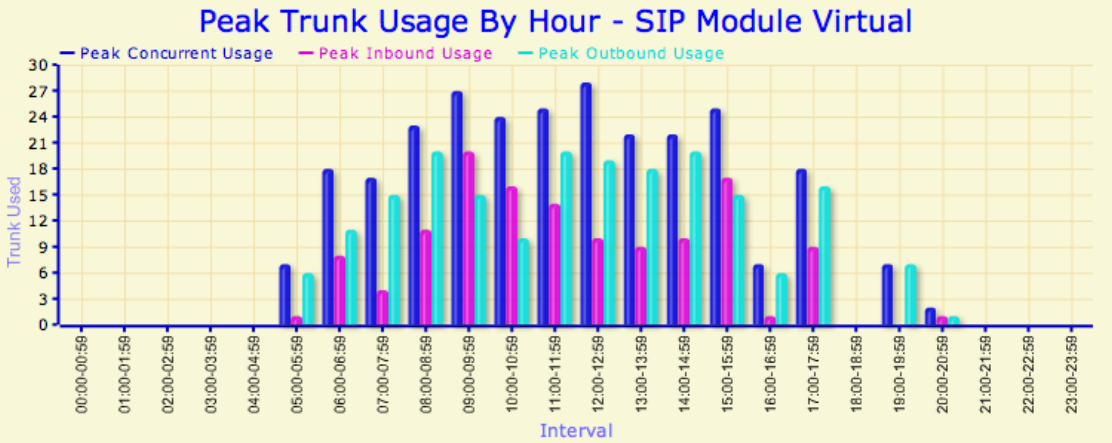
## Report Columns

| | |
|---|---|
| Date: | Day, Date and Month |
| Peak Concurrent Usage | The maximum total number of trunk channels used simultaneously on that date |
| Peak Outbound Usage | The maximum number of trunk channels used for simultaneous outbound calls on that date |
| Peak Inbound Usage | The maximum number of trunk channels used for simultaneous inbound calls on that date |
| Maximum Trunk Capacity | The total number of trunk channels available. This information is obtained from the trunk licences registered on maximiser |
| Peak Percentage Used | The Peak Concurrent Usage divided by Maximum Trunk Capacity expressed as a percentage |

# Drill Down Report

Drill down on Date gives graph and statistics broken down into hourly segments

Report: **Peak Trunk Usage By Hour**
For: **SIP Module Virtual**
Date Range: **From: 2009-11-02, To: 2009-11-03**



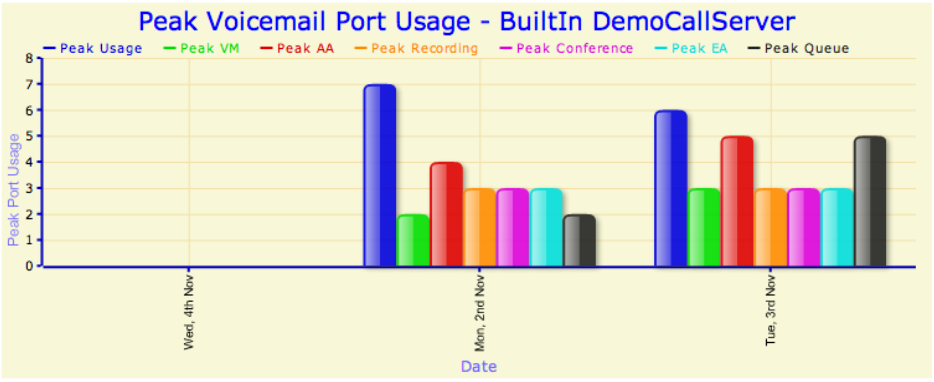

| Interval | Peak Concurrent Usage | Peak Outbound Usage | Peak Inbound Usage | Peak Percentage Used |
|---|---|---|---|---|
| 00:00-00:59 | | | | |
| 01:00-01:59 | | | | |
| 02:00-02:59 | | | | |
| 03:00-03:59 | | | | |
| 04:00-04:59 | | | | |
| 05:00-05:59 | 7 | 6 | 1 | 23.33 |
| 06:00-06:59 | 18 | 11 | 8 | 60.00 |
| 07:00-07:59 | 17 | 15 | 4 | 56.66 |
| 08:00-08:59 | 23 | 20 | 11 | 76.66 |
| 09:00-09:59 | 27 | 15 | 20 | 90.00 |
| 10:00-10:59 | 24 | 10 | 16 | 80.00 |
| 11:00-11:59 | 25 | 20 | 14 | 83.33 |
| 12:00-12:59 | 28 | 19 | 10 | 93.33 |
| 13:00-13:59 | 22 | 18 | 9 | 73.33 |
| 14:00-14:59 | 22 | 20 | 10 | 73.33 |
| 15:00-15:59 | 25 | 15 | 17 | 83.33 |
| 16:00-16:59 | 7 | 6 | 1 | 23.33 |
| 17:00-17:59 | 18 | 16 | 9 | 60.00 |
| 18:00-18:59 | | | | |
| 19:00-19:59 | 7 | 7 | 0 | 23.33 |
| 20:00-20:59 | 2 | 1 | 1 | 6.66 |
| 21:00-21:59 | | | | |
| 22:00-22:59 | | | | |
| 23:00-23:59 | | | | |
| | 28 | 20 | 20 | |

# Peak Voicemail Port Usage

## Capacity Planning Report Description

Shows peak Voicemail Port usage per day on a per service basis. Allows you to clearly see when it's time to add more Voicemail Port and/or ESP licences.

Report: **Peak Voicemail Port Usage**
For: **All**
Date Range: **This Week**




| Date | Name | Location | Port Capacity | Peak Usage | EA Capacity | Peak EA | Peak VM | Peak AA | Peak Recording | Peak Conference | Peak Queue | Percent Used |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Wed, 4th Nov | | | | | | | | | | | | |
| Mon, 2nd Nov | BuiltIn | DemoCallServer | 8 | 7 | 2 | 3 | 2 | 4 | 3 | 3 | 2 | 87.50 |
| Tue, 3rd Nov | BuiltIn | DemoCallServer | 8 | 6 | 2 | 3 | 3 | 5 | 3 | 3 | 5 | 75.00 |
| | | | 8 | 7 | 2 | 3 | 3 | 5 | 3 | 3 | 5 | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |

## Report Columns

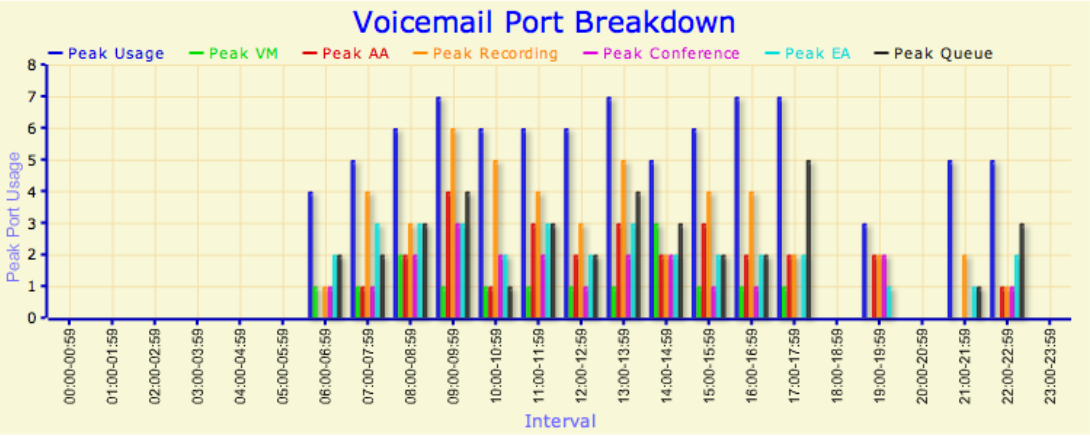
| | |
|---|---|
| Date | Day, Date and Month |
| Name | Name allocated to the voice processing system on maximiser |
| Location | Name of the maximiser Call Server, or standalone Apple Mac OS X/Linux Server/PC on which the Voice Processing Application is running |
| Port Capacity | The maximum number of available Voicemail Ports |
| Peak Usage | The maximum no of ports used simultaneously by all Voice Processing services at any one time during the day |
| EA Capacity | The maximum number of available Extended Auto Attendant/Enhanced Speech Processing/Interactive Voice Response channels |
| Peak EA | The maximum no of channels used simultaneously by the Extended Auto Attendant/Enhanced Speech Processing/Interactive Voice Response service at any one time during the day |
| Peak VM | The maximum no of channels used simultaneously by the Voicemail service at any one time during the day |
| Peak AA | The maximum no of channels used simultaneously by the standard Auto Attendant service at any one time during the day |

| | |
|---|---|
| Peak Recording | The maximum no of channels used simultaneously by the Call Recording service at any one time during the day |
| Peak Conference | The maximum no of channels used simultaneously by the Meet-Me-Conference service at any one time during the day |
| Peak Queue | The maximum no of channels used simultaneously by the In-Queue Message service at any one time during the day |
| Percentage Used | The Peak Usage divided by Port Capacity expressed as a percentage |

## Drill Down Report

Drill down on Date gives graph and statistics broken down into hourly segments.

Report: **Voicemail Port Breakdown**
For: **1**
Date Range: **From: 2009-11-03, To: 2009-11-04**




| Interval | EA Capacity | Peak Usage | Port Capacity | Percent Used | Peak VM | Peak AA | Peak Recording | Peak Conference | Peak EA | Peak Queue |
|---|---|---|---|---|---|---|---|---|---|---|
| 00:00-00:59 | 2 | | | | | | | | | |
| 01:00-01:59 | 2 | | | | | | | | | |
| 02:00-02:59 | 2 | | | | | | | | | |
| 03:00-03:59 | 2 | | | | | | | | | |
| 04:00-04:59 | 2 | | | | | | | | | |
| 05:00-05:59 | 2 | | | | | | | | | |
| 06:00-06:59 | 2 | 4 | 8 | 50.00 | 1 | 0 | 1 | 1 | 2 | 2 |
| 07:00-07:59 | 2 | 5 | 8 | 62.50 | 1 | 1 | 4 | 1 | 3 | 2 |
| 08:00-08:59 | 2 | 6 | 8 | 75.00 | 2 | 2 | 3 | 2 | 3 | 3 |
| 09:00-09:59 | 2 | 7 | 8 | 87.50 | 1 | 4 | 6 | 3 | 3 | 4 |
| 10:00-10:59 | 2 | 6 | 8 | 75.00 | 1 | 1 | 5 | 2 | 2 | 1 |
| 11:00-11:59 | 2 | 6 | 8 | 75.00 | 1 | 3 | 4 | 2 | 3 | 3 |
| 12:00-12:59 | 2 | 6 | 8 | 75.00 | 1 | 2 | 3 | 1 | 2 | 2 |
| 13:00-13:59 | 2 | 7 | 8 | 87.50 | 1 | 3 | 5 | 2 | 3 | 4 |
| 14:00-14:59 | 2 | 5 | 8 | 62.50 | 3 | 2 | 2 | 2 | 2 | 3 |
| 15:00-15:59 | 2 | 6 | 8 | 75.00 | 1 | 3 | 4 | 1 | 2 | 2 |
| 16:00-16:59 | 2 | 7 | 8 | 87.50 | 1 | 2 | 4 | 1 | 2 | 2 |
| 17:00-17:59 | 2 | 7 | 8 | 87.50 | 1 | 2 | 2 | 0 | 2 | 5 |
| 18:00-18:59 | 2 | | | | | | | | | |
| 19:00-19:59 | 2 | 3 | 8 | 37.50 | 0 | 2 | 2 | 2 | 1 | 0 |
| 20:00-20:59 | 2 | | | | | | | | | |
| 21:00-21:59 | 2 | 5 | 8 | 62.50 | 0 | 0 | 2 | 0 | 1 | 1 |
| 22:00-22:59 | 2 | 5 | 8 | 62.50 | 0 | 1 | 1 | 1 | 2 | 3 |
| 23:00-23:59 | 2 | | | | | | | | | |
| | 2 | 7 | 8 | | 3 | 4 | 6 | 3 | 3 | 5 |

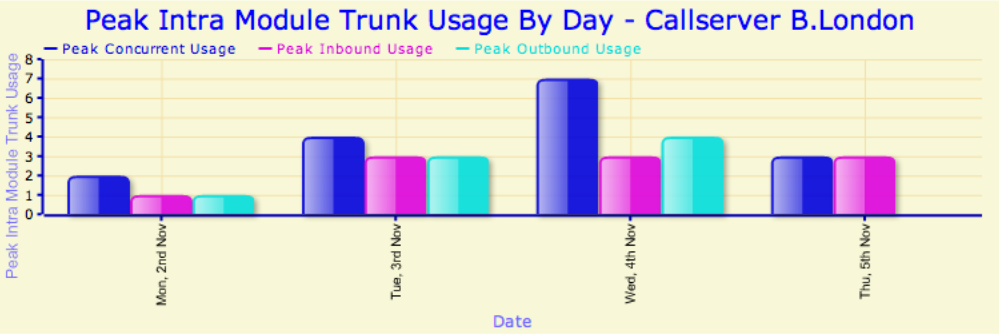
# Peak IntraModule Trunk Usage

## Capacity Planning Report Description

Shows the peak number of calls between Call Servers over IP trunks. Broken down into inbound, outbound calls and total calls, this report clearly identifies when more bandwidth is required on these IntraModule Trunks to prevent calls being blocked.

Report: **Peak IntraModule Trunk Usage**
For: **All**
Date Range: **This Week**

| Date | Trunk Name | Peak Concurrent Usage | Peak Outbound Usage | Peak Inbound Usage | Maximum Trunk Capacity | Peak Percentage Used |
|---|---|---|---|---|---|---|
| Mon, 2nd Nov | Callserver A.Watford | 2 | 1 | 1 | 8 | 25.00 |
| Tue, 3rd Nov | Callserver A.Watford | 4 | 3 | 3 | 8 | 50.00 |
| Wed, 4th Nov | Callserver A.Watford | 7 | 3 | 4 | 8 | 87.50 |
| Thu, 5th Nov | Callserver A.Watford | 3 | 3 | 0 | 8 | 37.50 |
| | | 7 | 3 | 4 | 8 | 87.50 |




| Date | Trunk Name | Peak Concurrent Usage | Peak Outbound Usage | Peak Inbound Usage | Maximum Trunk Capacity | Peak Percentage Used |
|---|---|---|---|---|---|---|
| Mon, 2nd Nov | Callserver B.London | 2 | 1 | 1 | 8 | 25.00 |
| Tue, 3rd Nov | Callserver B.London | 4 | 3 | 3 | 8 | 50.00 |
| Wed, 4th Nov | Callserver B.London | 7 | 4 | 3 | 8 | 87.50 |
| Thu, 5th Nov | Callserver B.London | 3 | 0 | 3 | 8 | 37.50 |
| | | 7 | 4 | 3 | 8 | 87.50 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |

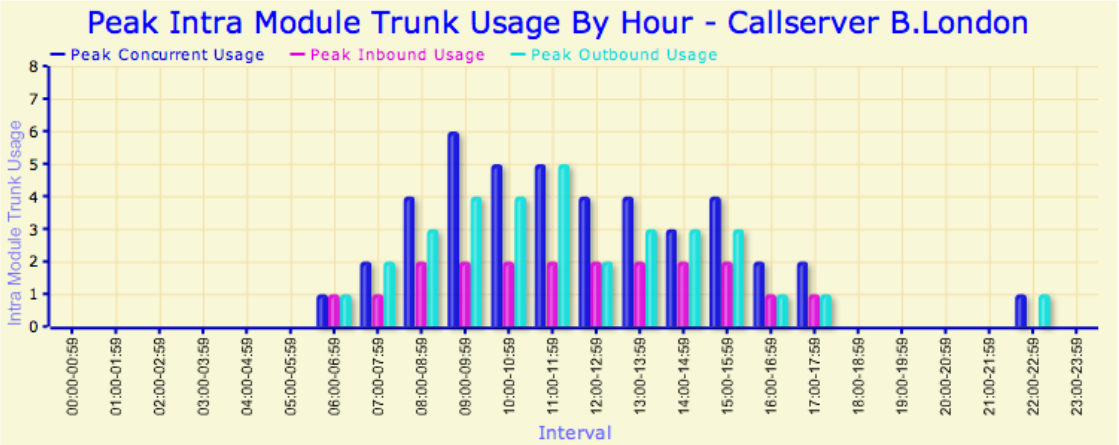
## Report Columns

| | |
|---|---|
| Date | Day, Date and Month |
| Trunk Name | The name given to the IntraModule Trunk on maximiser |
| Peak Concurrent Usage | The maximum total number of IntraModule Trunk channels used simultaneously on that date |
| Peak Outbound Usage | The maximum number of IntraModule Trunk channels used for simultaneous outbound calls on that date |
| Peak Inbound Usage | The maximum number of IntraModule Trunk channels used for simultaneous inbound calls on that date |
| Maximum Trunk Capacity | The total number of IntraModule Trunk channels available. This information is obtained from maximiser |
| Peak Percentage Used: | The Peak Concurrent Usage divided by Maximum Trunk Capacity expressed as a percentage |

# Drill Down Report

Drill down on Date gives graph and statistics broken down into hourly segments.

Report: **Peak IntraModule Trunk Breakdown**
For: **Callserver B London**
Date Range: **From: 2009-11-04, To: 2009-11-05**



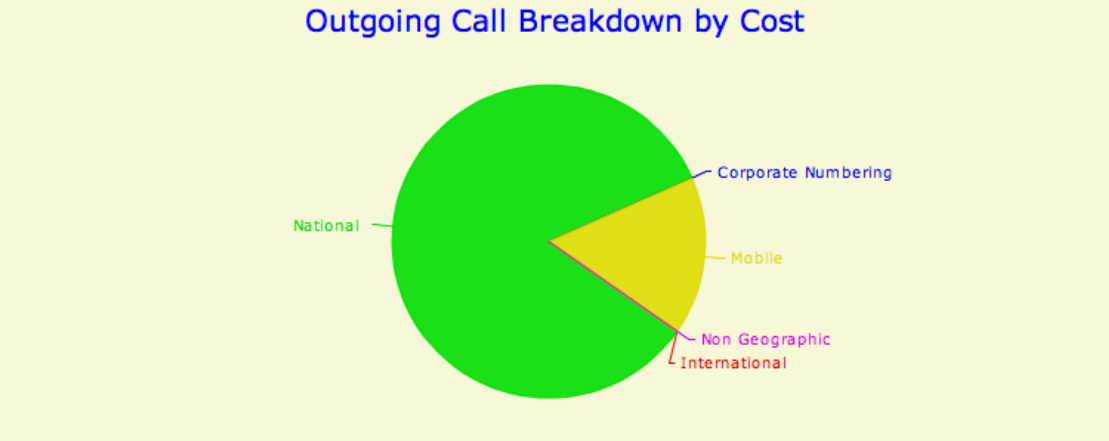

| Interval | Peak Concurrent Usage | Peak Outbound Usage | Peak Inbound Usage | Maximum Trunk Capacity | Peak Percentage Used |
|---|---|---|---|---|---|
| 00:00-00:59 | | | | | |
| 01:00-01:59 | | | | | |
| 02:00-02:59 | | | | | |
| 03:00-03:59 | | | | | |
| 04:00-04:59 | | | | | |
| 05:00-05:59 | | | | | |
| 06:00-06:59 | 1 | 1 | 1 | 8 | 12.50 |
| 07:00-07:59 | 2 | 2 | 1 | 8 | 25.00 |
| 08:00-08:59 | 4 | 3 | 2 | 8 | 50.00 |
| 09:00-09:59 | 6 | 4 | 2 | 8 | 75.00 |
| 10:00-10:59 | 5 | 4 | 2 | 8 | 62.50 |
| 11:00-11:59 | 5 | 5 | 2 | 8 | 62.50 |
| 12:00-12:59 | 4 | 2 | 2 | 8 | 50.00 |
| 13:00-13:59 | 4 | 3 | 2 | 8 | 50.00 |
| 14:00-14:59 | 3 | 3 | 2 | 8 | 37.50 |
| 15:00-15:59 | 4 | 3 | 2 | 8 | 50.00 |
| 16:00-16:59 | 2 | 1 | 1 | 8 | 25.00 |
| 17:00-17:59 | 2 | 1 | 1 | 8 | 25.00 |
| 18:00-18:59 | | | | | |
| 19:00-19:59 | | | | | |
| 20:00-20:59 | | | | | |
| 21:00-21:59 | | | | | |
| 22:00-22:59 | 1 | 1 | 0 | 8 | 12.50 |
| 23:00-23:59 | | | | | |
| | 6 | 5 | 2 | 8 | 75 |

# Outgoing Call Breakdown

## Cost Analysis Report Description

Allows outgoing calls to be broken down by call type, i.e. National, International, Mobile, Non-Geographic, etc.

Report: **Outgoing Call Breakdown**
For: **All**
Date Range: **This Year**




| Destination Type | # Calls | Total Time | Total Cost |
|---|---|---|---|
| International | 9 | 00:43:20 | 0.00 |
| National | 1071 | 92:48:31 | 395.25 |
| Corporate Numbering | 1 | 00:00:42 | 0.00 |
| Mobile | 122 | 09:42:00 | 77.42 |
| Non Geographic | 130 | 02:45:54 | 0.00 |
| | 1333 | 106:00:27 | £ 472.67 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

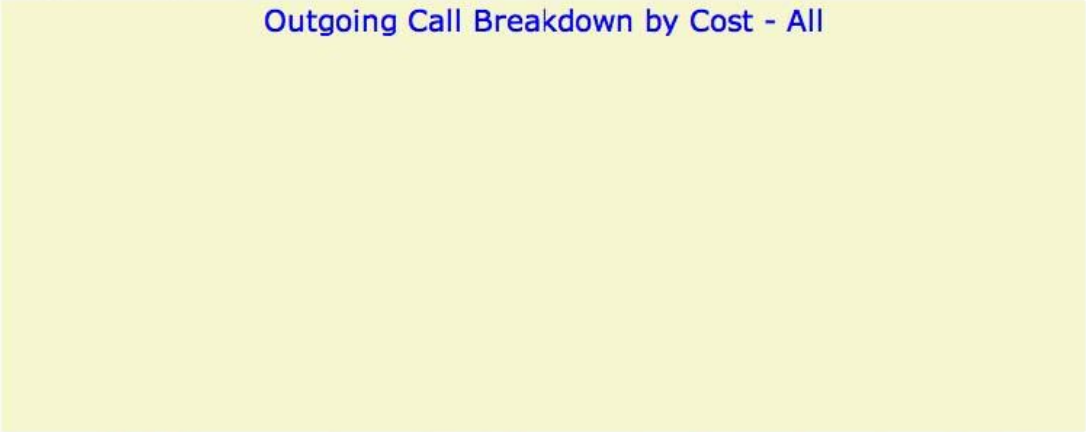
## Report Columns

| | |
|---|---|
| Destination Type | Type of outbound call made, i.e. International, National, Mobile, Non-Geographic, Corporate Numbering, etc. |
| Number of Calls | Total number of calls made in the overall Report Period to the Destination Type |
| Total Time | Total call time over the duration of overall Report Period to the Destination Type |
| Total Cost | Total cost of the calls made over the duration of the overall Report Period to the Destination Type |

## Drill Down Report

Drill down on Destination Type gives further granularity.

**Drill Down Outgoing Calls**
**For: All**
**Dates: Last 90 Days**
**Time Filter: between '00:00' AND '23:59'**
Filtered on: International




| Destination Type | Number of Calls | Total Duration | Total Cost |
|---|---|---|---|
| Germany | 9 | 00:00:24 | 0.000 |
| Ireland Mobile | 5 | 00:01:16 | 0.000 |
| Pakistan Mobile | 1 | 00:07:54 | 0.000 |
| Unknown | 8 | 00:00:06 | 0.000 |
| | 23 | 580 | £ 0 |

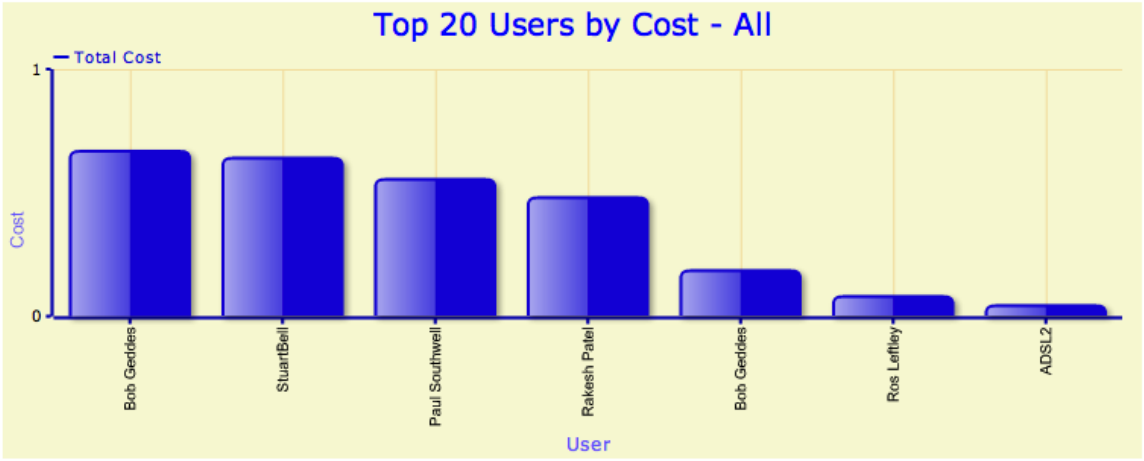
A further drill down on Destination Type delivers the standard drill down report.

## Top Outgoing Call Users by Cost

### Cost Analysis Report Description

Shows who's spent most on outgoing calls over a manager/administrator definable time period.

**Top Outgoing Call Users By Cost**
**For: All**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**




| Cost Owner | Extension | Name | # Calls | Total Cost |
|---|---|---|---|---|
| Bob Geddes | 707 | Bob Geddes | 3 | 0.674 |
| StuartBell | 720 | StuartBell | 4 | 0.646 |
| Paul Southwell | 718 | Paul Southwell | 3 | 0.559 |
| Rakesh Patel | 714 | Rakesh Patel | 3 | 0.485 |
| Brian Frampton | 707 | Bob Geddes | 2 | 0.190 |
| Ros Leftley | 704 | Ros Leftley | 3 | 0.085 |
| Adam Houston | 01923286594 | ADSL2 | 3 | 0.048 |
| | | | 21 | £ 2.69 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Cost Owner | The cost owner for billing purposes |
| Extension | Extension number that made the outgoing calls |
| Name | Name associated with the extension number that made the outgoing calls |
| Number of Calls | Total number of outbound calls made by the Extension/Name over the overall Report Period |
| Total Cost | Total cost of the outbound calls made by the Extension/Name over the overall Report Period |

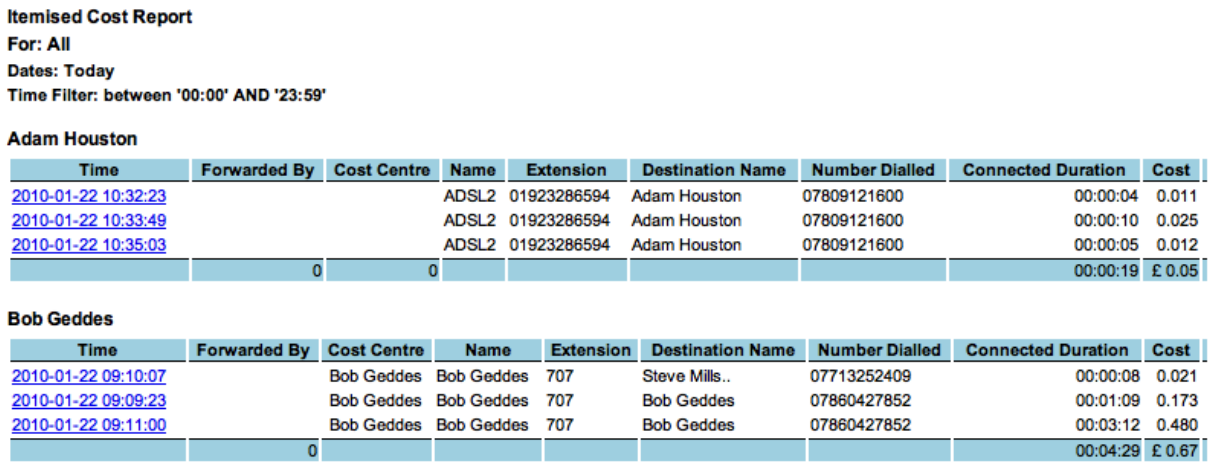
## Drill Down Report

Standard drill down report available on Cost Owner or Name.

# Itemised Cost Report

## Cost Analysis Report Description

Shows a complete list of individual outgoing calls over a user definable time period.



**Itemised Cost Report**
**For: All**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**

**Adam Houston**

| Time | Forwarded By | Cost Centre | Name | Extension | Destination Name | Number Dialled | Connected Duration | Cost |
|---|---|---|---|---|---|---|---|---|
| 2010-01-22 10:32:23 | | | ADSL2 | 01923286594 | Adam Houston | 07809121600 | 00:00:04 | 0.011 |
| 2010-01-22 10:33:49 | | | ADSL2 | 01923286594 | Adam Houston | 07809121600 | 00:00:10 | 0.025 |
| 2010-01-22 10:35:03 | | | ADSL2 | 01923286594 | Adam Houston | 07809121600 | 00:00:05 | 0.012 |
| | 0 | 0 | | | | | 00:00:19 | £ 0.05 |

**Bob Geddes**

| Time | Forwarded By | Cost Centre | Name | Extension | Destination Name | Number Dialled | Connected Duration | Cost |
|---|---|---|---|---|---|---|---|---|
| 2010-01-22 09:10:07 | | Bob Geddes | Bob Geddes | 707 | Steve Mills.. | 07713252409 | 00:00:08 | 0.021 |
| 2010-01-22 09:09:23 | | Bob Geddes | Bob Geddes | 707 | Bob Geddes | 07860427852 | 00:01:09 | 0.173 |
| 2010-01-22 09:11:00 | | Bob Geddes | Bob Geddes | 707 | Bob Geddes | 07860427852 | 00:03:12 | 0.480 |
| | 0 | | | | | | 00:04:29 | £ 0.67 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Account Code | Enter individual customer Account Code as defined on maximiser |

## Report Columns

| | |
|---|---|
| Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Forwarded by | The person who caused this call to be forwarded |
| Cost Centre | User that made the call |
| Name | Name of the caller |
| Extension | Extension number associated with the caller |
| Destination Name | The name associated with the number called (if matched in the Contacts database on the maximiser) |
| Number Dialled | The number called |
| Connected Duration | The total time that this call was connected |
| Cost | The cost associated with this call dependent on the Price Scheme entered |

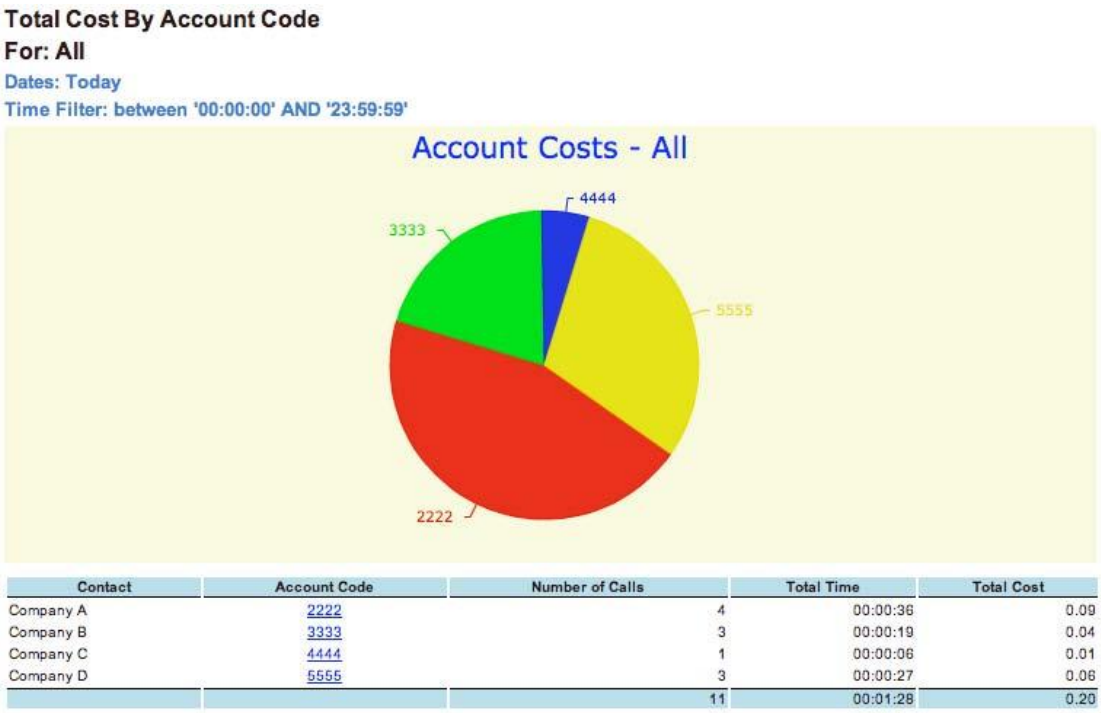
## Drill Down Report

Standard drill down report available on Time.

# Total Cost By Account Code

## Cost Analysis Report Description

Shows a complete list of calls and associated costs broken down by Account Code over a user definable time period.




| Contact | Account Code | Number of Calls | Total Time | Total Cost |
|---|---|---|---|---|
| Company A | 2222 | 4 | 00:00:36 | 0.09 |
| Company B | 3333 | 3 | 00:00:19 | 0.04 |
| Company C | 4444 | 1 | 00:00:06 | 0.01 |
| Company D | 5555 | 3 | 00:00:27 | 0.06 |
| | | 11 | 00:01:28 | 0.20 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date -end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Account Code | Enter individual customer Account Code as defined on maximiser |

## Report Columns

| | |
|---|---|
| Contact | Contact name associated with the Account Code |
| Account Code | Account Code |
| Number of Calls | The total number of calls made using this Account Code |
| Total Time | The total time of all calls made using this account code |
| Total Cost | The total cost of all calls made using this account code |

## Drill Down Report

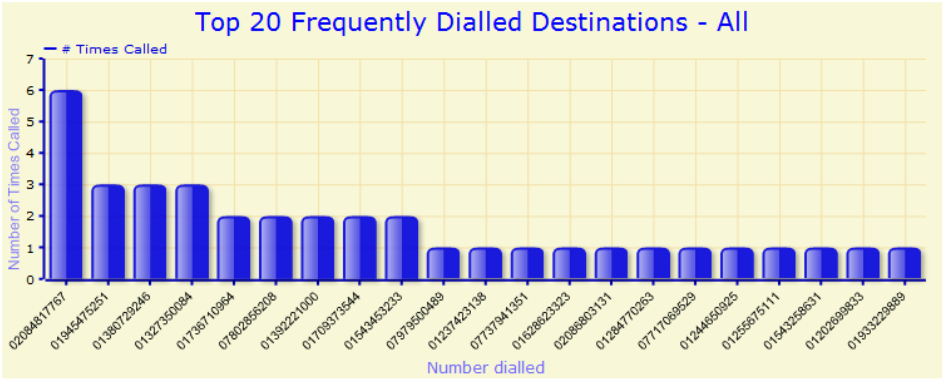
Drill down on Account Code takes you to the Itemised Cost report (see next section).

# Frequently Called Destinations

## Cost Analysis Report Description

Shows which numbers have been called the most. This report can be run for internal numbers only, external number only, or all numbers.

**Frequently Called Destinations**
**For: All**
**Dates: This Month**
**Time Filter: between '00:00:00' AND '23:59:59'**




| # Times Called | Number Dialled | Total Connected Time | Total Cost |
|---|---|---|---|
| 6 | 02084817767 | 00:12:03 | 0.339 |
| 3 | 01945475251 | 00:00:37 | 0.019 |
| 3 | 01380729246 | 00:00:38 | 0.019 |
| 3 | 01327350084 | 00:00:45 | 0.017 |
| 2 | 01736710964 | 00:06:21 | 0.127 |
| 2 | 07802856208 | 00:00:44 | 0.111 |
| 2 | 01392221000 | 00:02:00 | 0.061 |
| 2 | 01709373544 | 00:10:44 | 0.322 |
| 2 | 01543453233 | 00:08:20 | 0.251 |
| 1 | 07979500489 | 00:01:21 | 0.202 |
| 1 | 01237423138 | 00:00:33 | 0.016 |
| 1 | 07737941351 | 00:05:21 | 0.374 |
| 1 | 01332366932 | 00:13:51 | 0.415 |
| 1 | 02086551175 | 00:12:11 | 0.366 |
| 1 | 01279461945 | 00:00:27 | 0.014 |
| 1 | 01736368663 | 00:00:51 | 0.025 |
| 1 | 01388730587 | 00:11:35 | 0.232 |
| 1 | 07773096408 | 00:06:33 | 0.984 |
| 1 | 01233625153 | 00:10:05 | 0.303 |
| 1 | 02087483139 | 00:00:26 | 0.013 |
| 1 | 01514272115 | 00:03:26 | 0.103 |
| 1 | 1583254017 | 00:01:24 | 0.000 |
| 1 | 01915846784 | 00:00:31 | 0.016 |
| 1 | 01922691258 | 00:24:18 | 0.729 |
| 1 | 01792781727 | 00:09:01 | 0.271 |
| 133 | | 09:27:53 | £ 18.721 |

**Grand Total: £18.72**

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom then select a start date, end date and In Time Period |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Times Called | The number of times that this number has been called over the duration of the Report Period |
| Number Dialled | The number called |
| Total Connected Time | The total time that calls were connected to the Number Dialled over the duration of the Report Period |
| Total Cost | The total cost for calls associated with calls to the Number Dialled over the duration of the Report Period |

## Drill Down Report

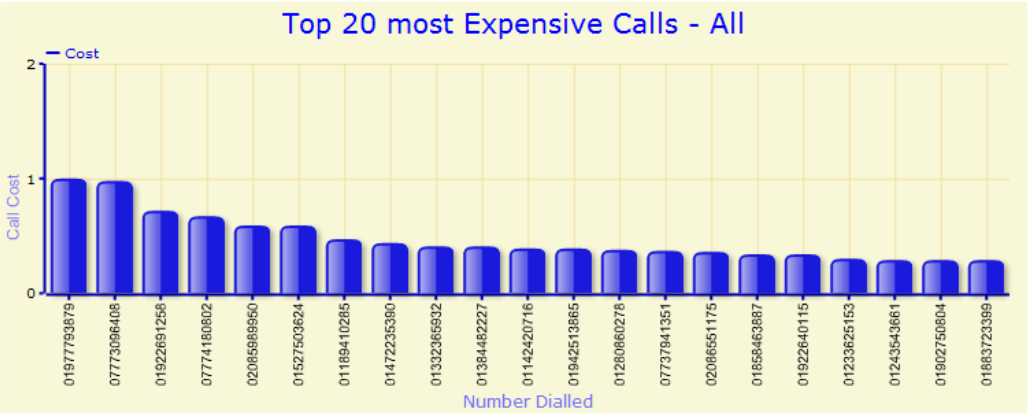
Standard drill down report available on Number Dialled

# Most Expensive Calls

## Cost Analysis Report Description

Produces a list of the most expensive individual calls, based on cost. Shows the number called and who made the call. Produces a bar graph for the 20 most expensive calls and a table for all calls.

**Most Expensive Calls**
**For: All**
**Dates: This Month**
**Time Filter: between '00:00:00' AND '23:59:59'**




| Time | Forwarded By | Cost Centre | Name | Extension | Destination Name | Number Dialled | Duration (s) | Cost |
|---|---|---|---|---|---|---|---|---|
| 2011-09-02 16:29:28 | | Betsy Jones | Betsy Jones | 2004 | | 01977793879 | 00:34:10 | 1.00 |
| 2011-09-02 11:59:21 | | Simon Jones | Simon Jones | 2002 | | 07773096408 | 00:06:54 | 0.98 |
| 2011-09-06 15:19:48 | | Simon Jones | Simon Jones | 2002 | | 01922691258 | 00:28:27 | 0.72 |
| 2011-09-02 10:39:14 | | Angela Collins | Angela Collins | 2001 | | 07774180802 | 00:04:40 | 0.67 |
| 2011-09-06 14:59:44 | | Simon Jones | Simon Jones | 2002 | | 02085989950 | 00:20:04 | 0.59 |
| 2011-09-02 16:07:28 | | Betsy Jones | Betsy Jones | 2004 | | 01527503624 | 00:20:05 | 0.59 |
| 2011-09-09 15:23:57 | | Angela Collins | Angela Collins | 2001 | | 01189410285 | 00:16:07 | 0.47 |
| 2011-09-01 16:10:56 | | Betsy Jones | Betsy Jones | 2004 | | 01472235390 | 00:14:55 | 0.44 |
| 2011-09-06 09:18:55 | | Simon Jones | Simon Jones | 2002 | | 01332365932 | 00:14:02 | 0.41 |
| 2011-09-02 15:03:27 | | Simon Jones | Simon Jones | 2002 | | 01384482227 | 00:14:02 | 0.41 |
| 2011-09-06 11:55:37 | | Angela Collins | Angela Collins | 2001 | | 01142420716 | 00:13:36 | 0.39 |
| 2011-09-06 16:07:32 | | Simon Jones | Simon Jones | 2002 | | 01942513865 | 00:13:23 | 0.39 |
| 2011-09-08 16:26:47 | | Simon Jones | Simon Jones | 2002 | | 01280860278 | 00:13:17 | 0.38 |
| 2011-09-04 09:29:39 | | Angela Collins | Angela Collins | 2001 | | 07737941351 | 00:05:35 | 0.37 |
| 2011-09-01 16:46:39 | | Simon Jones | Simon Jones | 2002 | | 02086551175 | 00:12:31 | 0.36 |
| 2011-09-01 15:40:53 | | Angela Collins | Angela Collins | 2001 | | 01858463887 | 00:11:52 | 0.34 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 2011-09-07 10:37:07 | | Angela Collins | Angela Collins | 2001 | Conglomo PLC | 02084817767 | 00:00:59 | 0.02 |
| 2011-09-06 10:41:34 | | Angela Collins | Angela Collins | 2001 | | 01543258631 | 00:01:34 | 0.02 |
| 2011-09-06 10:27:14 | | Simon Jones | Simon Jones | 2002 | | 01736368663 | 00:01:05 | 0.02 |
| 2011-09-06 13:56:39 | | Angela Collins | Angela Collins | 2001 | | 01895232203 | 00:01:05 | 0.02 |
| 2011-09-06 09:44:21 | | Simon Jones | Simon Jones | 2002 | | 01213579238 | 00:01:05 | 0.02 |
| 2011-09-07 10:36:01 | | Angela Collins | Angela Collins | 2001 | Conglomo PLC | 02084817767 | 00:00:39 | 0.01 |
| 2011-09-01 11:13:36 | | Simon Jones | Simon Jones | 2002 | | 07952219980 | 00:00:20 | 0.01 |
| 2011-09-09 13:09:29 | | Angela Collins | Angela Collins | 2001 | | 01915846784 | 00:00:40 | 0.01 |
| 2011-09-09 09:15:54 | | Simon Jones | Simon Jones | 2002 | | 01625523226 | 00:01:00 | 0.01 |
| 2011-09-06 16:23:44 | | Simon Jones | Simon Jones | 2002 | | 01237423138 | 00:01:03 | 0.01 |
| 2011-09-11 10:55:58 | | Simon Jones | Simon Jones | 2002 | | 01736710964 | 00:01:01 | 0.01 |
| 2011-09-11 10:54:24 | | Simon Jones | Simon Jones | 2002 | | 01244650925 | 00:01:28 | 0.01 |
| | 0 | | | | | | 09:59:02 | £ 18.020 |

**Grand Total: £18.02**

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom then select a start date, end date and In Time Period |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Forwarded by | The User that caused this call to be forwarded |
| Cost Centre | The Cost Centre associated with this call for billing purposes |
| Name | Name of the caller |
| Extension | Extension number associated with the caller |
| Destination Name | The name associated with the number called (if entered on maximiser) |
| Number Dialled | The number called |
| Connected Duration | The total time that this call was connected |
| Cost | The cost associated with this call dependent on the Pricing Scheme entered |

## Drill Down Report

Standard drill down report available on Number Dialled.

# Forwarded Calls Cost By User

## Cost Analysis Report Description

Produces a list of forwarded calls, their associated costs and who was responsible for forwarding the call.

**Forwarded Calls Cost By User**
**For: All**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**

| Datetime | Forwarded By | Source Name | Source Number | Target Name | Target Number | Connected | Total Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-15 08:16:44 | | Ros Leftley | 704 | | 01628624158 | 00:00:30 | 0.015 |
| 2010-01-15 08:46:56 | | Bob Geddes | 707 | Bob Geddes | 07860427852 | 00:00:27 | 0.068 |
| 2010-01-15 09:03:09 | | Ros Leftley | 704 | Ros Leftley | 01442879662 | 00:08:58 | 0.269 |
| 2010-01-15 09:16:19 | | Abid Bhatti | 717 | Abid Bhatti | 07876202384 | 00:03:07 | 0.468 |
| 2010-01-15 09:19:48 | Matt Hilder | Ros Leftley | 704 | Matt Hilder | 07890783618 | 00:08:23 | 1.258 |
| 2010-01-15 09:37:07 | | Robin Hayman | 705 | Robin Hayman | 07785902394 | 00:00:09 | 0.023 |
| 2010-01-15 09:59:24 | | | 2206 | | 01923287744 | 00:01:06 | 0.033 |
| 2010-01-15 10:02:41 | | Robin Hayman | 705 | Robin Hayman | 07785902394 | 00:00:15 | 0.036 |
| 2010-01-15 10:04:38 | | Robin Hayman | 705 | Robin Hayman | 07785902394 | 00:00:11 | 0.028 |
| 2010-01-15 10:19:26 | Matt Hilder | Premier EDA Solutions Ltd | 01920876250 | Matt Hilder | 07890783618 | 00:15:59 | 2.398 |
| 2010-01-15 10:36:28 | | Paul Southwell | 718 | Jim Westhead | 01612142011 | 00:00:18 | 0.009 |
| 2010-01-15 10:59:21 | | Pete Thompson | 708 | Pete Thompson | 07802717013 | 00:01:02 | 0.155 |
| 2010-01-15 10:59:33 | | Abid Bhatti | 717 | Abid Bhatti | 07876202384 | 00:00:46 | 0.115 |
| 2010-01-15 11:00:58 | | Ros Leftley | 704 | Anna Thompson | 01582883385 | 00:06:06 | 0.183 |
| 2010-01-15 11:22:15 | | Ros Leftley | 704 | Mike White | 01494453731 | 00:00:09 | 0.004 |
| 2010-01-15 11:23:01 | | Ros Leftley | 704 | Ian Shadbolt | 01494795183 | 00:00:35 | 0.018 |
| 2010-01-15 11:49:04 | | Robin Hayman | 705 | Conor & Stuart Communications | 01923221515 | 00:04:57 | 0.148 |
| 2010-01-15 12:06:33 | | Paul Southwell | 718 | | 07792488810 | 00:12:08 | 1.821 |
| 2010-01-15 13:17:00 | | Ros Leftley | 704 | Ian Shadbolt | 01494795183 | 00:00:16 | 0.008 |
| 2010-01-15 13:44:57 | | Robin Hayman | 705 | Conor & Stuart Communications | 01923221515 | 00:01:53 | 0.056 |
| 2010-01-15 13:46:06 | | Kitchen Meeting Room | 715 | Charles Huggett | 07515357553 | 00:04:25 | 0.664 |
| 2010-01-15 13:57:34 | | StuartBell | 720 | StuartBell | 128007917785086 | 00:05:21 | 0.160 |
| | | | | | | 01:17:01 | £ 7.94 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Forwarded By | The user who caused this call to be forwarded |
| Source Name | Name of the caller (if entered on maximiser) |
| Source Number | The external or extension number from which the caller placed the call (if presented) |
| Target Name | The name associated with the number called (if entered on maximiser) |
| Target Number | The number called |
| Connected | The total time that this call was connected |
| Total Cost | The cost associated with this call |

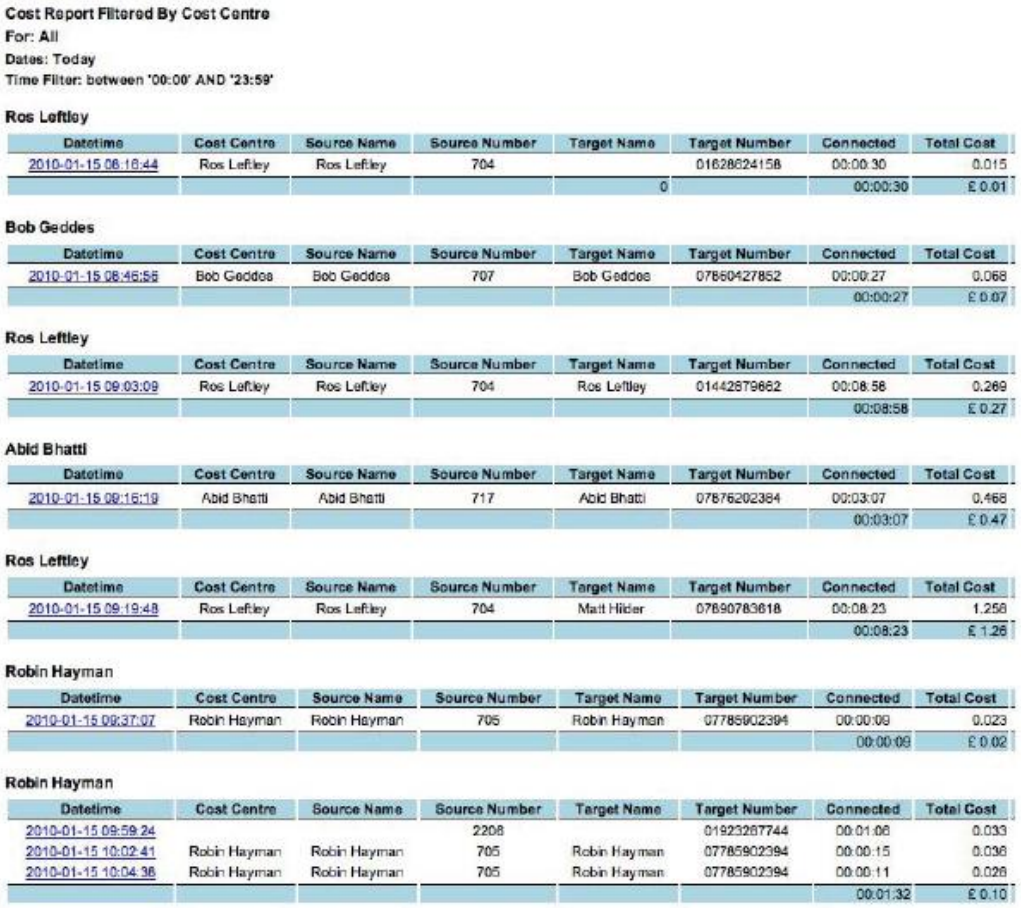
## Drill Down Report

Standard drill down report available on Date & Time.

# Cost Report Filtered By Cost Centre

## Cost Analysis Report Description

Produces a list of forwarded calls and their associated cost centres.



**Cost Report Filtered By Cost Centre**
**For: All**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**

**Ros Leftley**

| Datetime | Cost Centre | Source Name | Source Number | Target Name | Target Number | Connected | Total Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-15 08:16:44 | Ros Leftley | Ros Leftley | 704 | | 01628624158 | 00:00:30 | 0.015 |
| | | | | 0 | | 00:00:30 | £0.01 |

**Bob Geddes**

| Datetime | Cost Centre | Source Name | Source Number | Target Name | Target Number | Connected | Total Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-15 08:46:56 | Bob Geddes | Bob Geddes | 707 | Bob Geddes | 07860427852 | 00:00:27 | 0.068 |
| | | | | | | 00:00:27 | £0.07 |

**Ros Leftley**

| Datetime | Cost Centre | Source Name | Source Number | Target Name | Target Number | Connected | Total Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-15 09:03:09 | Ros Leftley | Ros Leftley | 704 | Ros Leftley | 01442879662 | 00:08:58 | 0.269 |
| | | | | | | 00:08:58 | £0.27 |

**Abid Bhatti**

| Datetime | Cost Centre | Source Name | Source Number | Target Name | Target Number | Connected | Total Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-15 09:15:19 | Abid Bhatti | Abid Bhatti | 717 | Abid Bhatti | 07876202384 | 00:03:07 | 0.468 |
| | | | | | | 00:03:07 | £0.47 |

**Ros Leftley**

| Datetime | Cost Centre | Source Name | Source Number | Target Name | Target Number | Connected | Total Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-15 09:19:48 | Ros Leftley | Ros Leftley | 704 | Matt Hilder | 07890783618 | 00:08:23 | 1.258 |
| | | | | | | 00:08:23 | £1.26 |

**Robin Hayman**

| Datetime | Cost Centre | Source Name | Source Number | Target Name | Target Number | Connected | Total Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-15 09:37:07 | Robin Hayman | Robin Hayman | 705 | Robin Hayman | 07785902394 | 00:00:09 | 0.023 |
| | | | | | | 00:00:09 | £0.02 |

**Robin Hayman**

| Datetime | Cost Centre | Source Name | Source Number | Target Name | Target Number | Connected | Total Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-15 09:59:24 | | | 2208 | | 01923287744 | 00:01:06 | 0.033 |
| 2010-01-15 10:02:41 | Robin Hayman | Robin Hayman | 705 | Robin Hayman | 07785902394 | 00:00:15 | 0.038 |
| 2010-01-15 10:04:36 | Robin Hayman | Robin Hayman | 705 | Robin Hayman | 07785902394 | 00:00:11 | 0.028 |
| | | | | | | 00:01:32 | £0.10 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Cost Centre | The Cost Centre to which this call is allocated |
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source Name | Name of the caller (if entered on maximiser) |
| Source Number | The external or extension number from which the caller placed the call (if presented) |
| Target Name | The name associated with the number called (if entered on maximiser) |

| | |
|---|---|
| Target Number | The number called |
| Connected | The total time that this call was connected |
| Total Cost | The cost associated with this call |

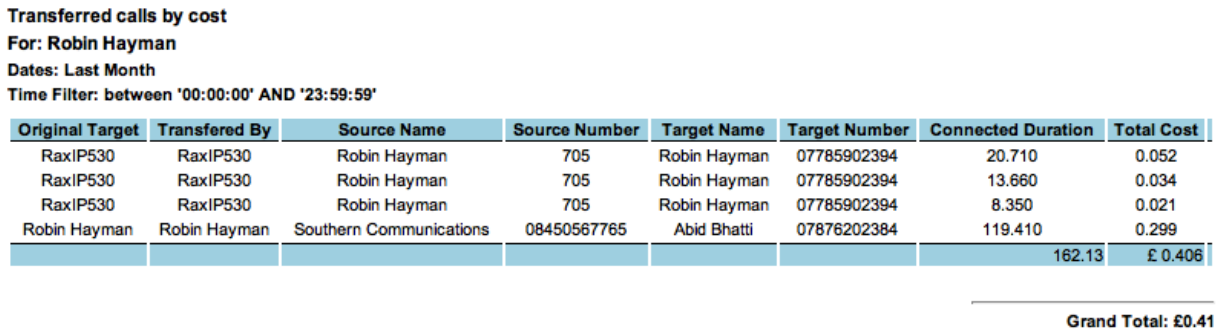
## Drill Down Report

Standard drill down report available on Date & Time.

# Transferred Calls By Cost

## Cost Analysis Report Description

Produces a list of calls received and then transferred externally and their costs.



**Transferred calls by cost**
**For: Robin Hayman**
**Dates: Last Month**
**Time Filter: between '00:00:00' AND '23:59:59'**

| Original Target | Transfered By | Source Name | Source Number | Target Name | Target Number | Connected Duration | Total Cost |
|---|---|---|---|---|---|---|---|
| RaxIP530 | RaxIP530 | Robin Hayman | 705 | Robin Hayman | 07785902394 | 20.710 | 0.052 |
| RaxIP530 | RaxIP530 | Robin Hayman | 705 | Robin Hayman | 07785902394 | 13.660 | 0.034 |
| RaxIP530 | RaxIP530 | Robin Hayman | 705 | Robin Hayman | 07785902394 | 8.350 | 0.021 |
| Robin Hayman | Robin Hayman | Southern Communications | 08450567765 | Abid Bhatti | 07876202384 | 119.410 | 0.299 |
| | | | | | | 162.13 | £ 0.406 |

**Grand Total: £0.41**

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Original Target | The name of the User or Department that the call was originally sent to |
| Transferred By | The name of the User or Department responsible for transferring the call |
| Source Name | Name of the caller (if entered on maximiser) |
| Source Number | The external or extension number from which the caller placed the call (if presented) |
| Target Name | The name associated with the number called (if entered on maximiser) for the transferred call |
| Target Number | The number called for the transferred call |
| Connected Duration | The total time that this call was connected |
| Total Cost | The cost associated with this call |

## Drill Down Report

No drill down is available for this report.

# Trunk To Trunk Calls

## Cost Analysis Report Description

Produces a list of destination numbers called, which have had incoming calls redirected to them alongside their associated costs.

**Trunk To Trunk Calls**
**For: All**
**Dates: Last Month**
**Time Filter: between '00:00:00' AND '23:59:59'**

| Destination | Number of Calls | Total Time | Net Cost | VAT | Total Cost |
|---|---|---|---|---|---|
| 103287730 | 2 | 00:00:07 | 0.00 | 0.00 | 0.00 |
| 103287731 | 25 | 00:10:26 | 0.00 | 0.00 | 0.00 |
| | 27 | 00:10:33 | £0 | £0 | £0 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For Prefix | Shows a drop-down list of forwarding prefix numbers |
| Uplift % | Allows cost to be increased by a manually entered percentage when using this report to generate a bill. Overrides the standard Uplift percentage. |
| VAT % | Allows VAT to be added manually as a percentage when using this report to generate a bill. Overrides the standard VAT percentage |

## Report Columns

| | |
|---|---|
| Destination | The telephone number which incoming calls have been redirected to. |
| Number of Calls | The number of calls made in a specific time period to the specific number |
| Total Time | The total time that these calls were connected for |
| Net Cost | The cost of these calls, including the uplift %, but excluding VAT |
| VAT | The VAT cost associated with these calls |
| Total Cost | The total cost associated with calls to this destination, including uplift % and VAT |

## Drill Down Report

No drill down is available for this report.

# First and Last Calls

## Call Performance Profile Report Description

Provides a daily list of first, first answered, last answered and last inbound calls, along with first and last outbound calls. Shows who's first to start working and last to leave.

Report: **First and Last Calls**
For: **All**
Date Range: **This Week**

| Date | First Call In | First Answered Call In | First Call Out | Last Call Out | Last Answered Call In | Last Call In |
|---|---|---|---|---|---|---|
| 2009-11-01 | 08:10:30 | 08:38:35 | 08:51:51 | 17:25:37 | 17:32:05 | 21:08:55 |
| 2009-11-02 | 08:27:51 | 09:12:23 | 09:15:54 | 17:44:51 | 17:11:39 | 21:20:55 |
| 2009-11-03 | 06:26:23 | 08:31:37 | 10:01:31 | 17:30:09 | 17:24:45 | 20:50:15 |
| 2009-11-04 | 08:38:03 | 09:18:12 | 10:54:24 | 13:02:33 | 12:50:39 | 22:18:12 |
| 2009-11-05 | 08:30:54 | 08:30:54 | 09:18:45 | 16:53:22 | 17:16:12 | 21:40:22 |

### Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

### Report Columns

| | |
|---|---|
| Date | Date in yyyy-mm-dd format |
| First Call In | Time of the first call in |
| First Answered Call In | Time of the first call in that was answered |
| First Call Out | Time of the first call out |
| Last Call Out | Time of the last call out |
| Last Answered Call In | Time of the last call in that was answered |
| Last Call In | Time of the last call in |

### Drill Down Report

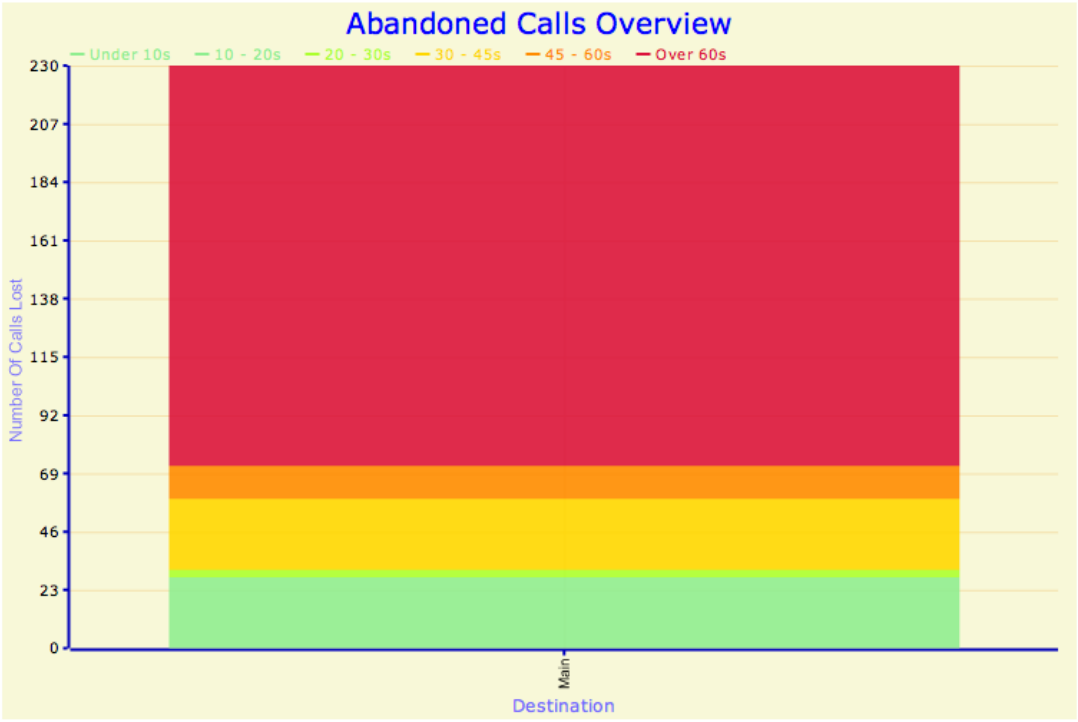
Standard drill down reports available on individual calls.

## Abandoned Calls Overview

### Call Performance Profile Report Description

Produces a graphical representation and table of how many callers are hanging up, which numbers they're calling and how long they're waiting before they do so. The time taken for callers to hang-up periods are broken down into bands and colour coded to make the trends easier to see.

Report: **Abandoned Calls Overview**
For: **All**
Date Range: **This Week**




| Destination Name | Destination Number | Total Abandoned | Min Time | Max Time | Avg Time | Under 10s | 10 - 20s | 20 - 30s | 30 - 45s | 45 - 60s | Over 60s |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Main | 8000 | 230 | 00:00:01 | 00:14:17 | 00:02:29 | 14 | 14 | 3 | 28 | 13 | 158 |
| | | 230 | 00:00:01 | 00:14:17 | 00:02:29 | 14 | 14 | 3 | 28 | 13 | 158 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Duration Longer Than | Searches for all calls that have been abandoned after a specific time period in seconds. |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Destination Name | The name associated with the number called |
| Destination Number | Extension number associated with the number called |
| Total Abandoned | The total number of calls to this name/number that were abandoned during the Report Period |
| Minimum Time | The shortest duration a call rang for before the caller hung-up |
| Maximum Time | The longest duration a call rang for before the caller hung-up |
| Average Time | The average duration a call rang for before the caller hung-up over the Report Period |

| | |
|---|---|
| Under 10 seconds | The total number of calls that were abandoned after ringing for less than 10 seconds |
| 10 – 20 seconds | The total number of calls that were abandoned after ringing between 10 and 20 seconds |
| 20 - 30 seconds | The total number of calls that were abandoned after ringing between 20 and 30 seconds |
| 30 – 45 seconds | The total number of calls that were abandoned after ringing between 30 and 45 seconds |
| 45 - 60 seconds | The total number of calls that were abandoned after ringing between 45 and 60 seconds |
| Over 60 seconds | The total number of calls that were abandoned after ringing for more than 60 seconds |

### Drill Down Report

Drill down on Destination Number takes you to the Abandoned Calls Total report (see next section).

## Abandoned Calls Detail

### Call Performance Profile Report Description

Provides individual call details behind the Abandoned Calls Overview report. Helps to reduce potential lost business through abandoned calls to an absolute minimum.

**Abandoned Calls Detail**
**For: All**
**Dates: Yesterday**
**Time Filter: between '00:00' AND '23:59'**
**Abandoned Calls Summary**

| Total Abandoned Calls | Lost Abandoned Calls | They Called Back | We Called Back |
|---|---|---|---|
| 7 | 2 | 5 | 0 |

**Total Abandoned Calls**

| Date | Calling Number | Calling Name | Destination Number | Destination Name | Wait |
|---|---|---|---|---|---|
| 2010-02-03 09:10:31 | 01212700370 | Birmingham | 200 | Support | 00:00:44 |
| 2010-02-03 09:23:34 | 01923286594 | ADSL2 | 200 | Support | 00:00:07 |
| 2010-02-03 10:58:56 | 01419414100 | TCF Communications Limited | 200 | Support | 00:00:12 |
| 2010-02-03 14:21:28 | 07957722710 | Graham Mills | 200 | Support | 00:01:12 |
| 2010-02-03 16:37:00 | 02079785511 | London | 200 | Support | 00:00:00 |
| 2010-02-03 16:39:37 | 02079785511 | London | 200 | Support | 00:00:00 |
| 2010-02-03 17:08:38 | | PRIVATE | 200 | Support | 00:00:53 |
| | | | | | Min 00:00:00<br>Max 00:01:12<br>Avg 00:00:26 |

**Abandoned Calls That Were Lost**

| Date | Calling Number | Calling Name | Destination Number | Destination Name |
|---|---|---|---|---|
| 2010-02-03 10:58:56 | 01419414100 | TCF Communications Limited | 200 | Support |
| 2010-02-03 17:08:38 | | PRIVATE | 200 | Support |

**Abandoned Callers That Have Called Back In**

| Date | Calling Number | Calling Name | Destination Number | Destination Name | Retried at | Spoke To |
|---|---|---|---|---|---|---|
| 2010-02-03 09:10:31 | 01212700370 | Birmingham | 200 | Support | 2010-02-03 10:06:43 | 719(Charles Huggett) |
| 2010-02-03 09:23:34 | 01923286594 | ADSL2 | 200 | Support | 2010-02-03 09:24:13 | 714(Rakesh Patel) |
| 2010-02-03 14:21:28 | 07957722710 | Graham Mills | 200 | Support | 2010-02-03 14:23:57 | 718(Paul Southwell) |
| 2010-02-03 16:37:00 | 02079785511 | London | 200 | Support | 2010-02-03 16:39:45 | 718(Paul Southwell) |
| 2010-02-03 16:39:37 | 02079785511 | London | 200 | Support | 2010-02-03 16:39:45 | 718(Paul Southwell) |

**Abandoned Callers That We Have Called Back**

| Date | Calling Number | Calling Name | Destination Number | Destination Name | Retried at | Called By |
|---|---|---|---|---|---|---|

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Duration Longer Than | Searches for all calls that have been abandoned after a specific time period in seconds. |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

### Abandoned Calls Summary

| | |
|---|---|
| Total Abandoned Calls | The total number of abandoned calls over the Report Period |
| Lost Abandoned Calls | The total number of calls where the caller hung-up and have neither called back, not have been called back, over the Report Period |
| They Called Back | The total number of calls where the caller hung-up, but they later called back, over the Report Period |
| We Called Back | The total number of calls where the caller hung-up, but we later called them back, over the Report Period |

### Abandoned Calls Total

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call |
| Calling Number | Number of the caller (if presented) |
| Calling Name | Name associated with the calling number (if configured in maximiser) |
| Destination Number | The extension associated with the number called |
| Destination Name | The name associated with the number called |
| Wait(s) | The duration that the caller waited for before hanging-up |

### Abandoned Calls That Were Lost

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call |
| Calling Number | Number of the caller (if presented) |
| Calling Name | Name associated with the calling number (if configured in maximiser) |
| Destination Number | The extension associated with the number called |
| Destination Name | The name associated with the number called |

### Abandoned Callers That Have Called Back In

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call |
| Calling Number | Number of the caller (if presented) |
| Calling Name | Name associated with the calling number (if configured in maximiser). |
| Destination Number | The extension associated with the number called |
| Destination Name | The name associated with the number called |

| | |
|---|---|
| Retried At | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number dialled back |
| Spoke To | Extension Number/Associated Name that the returning caller was connected to |

### Abandoned Callers That We Have Called Back

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call |
| Calling Number | Number of the caller (if presented) |
| Calling Name | Name associated with the calling number (if configured in maximiser) |
| Destination Number | The extension associated with the number called |
| Destination Name | The name associated with the number called |
| Retried at | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number was called back |
| Called By | Extension Number/Associated Name of the person who called back the original caller |

### Drill Down Report

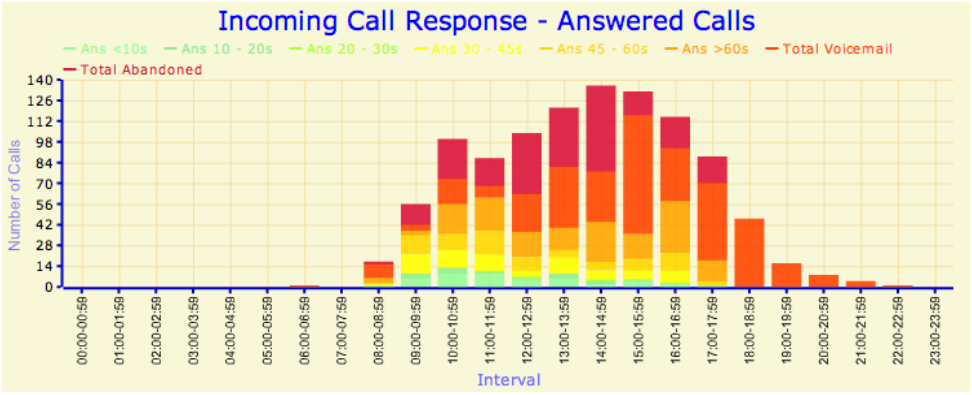
Standard drill down available on Date and Retried At.

## Incoming Call Response

### Call Performance Profile Report Description

Shows how quickly calls to a Department or Group were answered, how many went to voicemail and how many were abandoned. Results are grouped in hourly time bands.

Report: **Incoming Call Response**
For: **All**
Date Range: **This Week**




| | | | <10s | | | <20s | | | <30s | | | <45s | | | <60s | | | >60s | | | Voicemail | | Abandoned | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | Total | Max Q | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Total | % | Total | % |
| 00:00-00:59 | | | | | | | | | | | | | | | | | | | | | | | | |
| 01:00-01:59 | | | | | | | | | | | | | | | | | | | | | | | | |
| 02:00-02:59 | | | | | | | | | | | | | | | | | | | | | | | | |
| 03:00-03:59 | | | | | | | | | | | | | | | | | | | | | | | | |
| 04:00-04:59 | | | | | | | | | | | | | | | | | | | | | | | | |
| 05:00-05:59 | | | | | | | | | | | | | | | | | | | | | | | | |
| 06:00-06:59 | 1 | 1 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 |
| 07:00-07:59 | | | | | | | | | | | | | | | | | | | | | | | | |
| 08:00-08:59 | 17 | 1 | 1 | 0 | 5.88 | 1 | 0 | 5.88 | 1 | 0 | 5.88 | 2 | 0 | 11.76 | 2 | 1 | 11.76 | 4 | 1 | 23.53 | 9 | 52.94 | 2 | 11.76 |
| 09:00-09:59 | 56 | 1 | 6 | 3 | 10.71 | 9 | 2 | 16.07 | 9 | 0 | 16.07 | 22 | 5 | 39.29 | 35 | 0 | 62.50 | 3 | 4 | 5.36 | 4 | 7.14 | 14 | 25.00 |
| 10:00-10:59 | 100 | 7 | 9 | 4 | 9.00 | 13 | 5 | 13.00 | 13 | 1 | 13.00 | 25 | 2 | 25.00 | 36 | 1 | 36.00 | 20 | 14 | 20.00 | 17 | 17.00 | 27 | 27.00 |
| 11:00-11:59 | 87 | 3 | 9 | 1 | 10.34 | 10 | 1 | 11.49 | 11 | 2 | 12.64 | 22 | 4 | 25.29 | 38 | 0 | 43.68 | 22 | 11 | 25.29 | 8 | 9.20 | 19 | 21.84 |
| 12:00-12:59 | 104 | 17 | 5 | 2 | 4.81 | 6 | 2 | 5.77 | 7 | 0 | 6.73 | 11 | 3 | 10.58 | 20 | 3 | 19.23 | 17 | 31 | 16.35 | 26 | 25.00 | 41 | 39.42 |
| 13:00-13:59 | 121 | 22 | 6 | 2 | 4.96 | 9 | 0 | 7.44 | 9 | 0 | 7.44 | 20 | 4 | 16.53 | 25 | 6 | 20.66 | 15 | 28 | 12.40 | 41 | 33.88 | 40 | 33.06 |
| 14:00-14:59 | 136 | 11 | 2 | 1 | 1.47 | 4 | 2 | 2.94 | 5 | 0 | 3.68 | 11 | 8 | 8.09 | 17 | 1 | 12.50 | 27 | 46 | 19.85 | 34 | 25.00 | 58 | 42.65 |
| 15:00-15:59 | 132 | 9 | 4 | 2 | 3.03 | 5 | 2 | 3.79 | 5 | 0 | 3.79 | 11 | 1 | 8.33 | 19 | 1 | 14.39 | 17 | 10 | 12.88 | 80 | 60.61 | 16 | 12.12 |
| 16:00-16:59 | 115 | 5 | 2 | 2 | 1.74 | 2 | 1 | 1.74 | 3 | 0 | 2.61 | 11 | 4 | 9.57 | 23 | 0 | 20.00 | 35 | 14 | 30.43 | 36 | 31.30 | 21 | 18.26 |
| 17:00-17:59 | 88 | 3 | 1 | 2 | 1.14 | 1 | 0 | 1.14 | 1 | 0 | 1.14 | 1 | 1 | 1.14 | 4 | 0 | 4.55 | 14 | 15 | 15.91 | 52 | 59.09 | 18 | 20.45 |
| 18:00-18:59 | 46 | 2 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 46 | 100.00 | 0 | 0.00 |
| 19:00-19:59 | 16 | 1 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 16 | 100.00 | 0 | 0.00 |
| 20:00-20:59 | 8 | 1 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 8 | 100.00 | 0 | 0.00 |
| 21:00-21:59 | 4 | 1 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 4 | 100.00 | 0 | 0.00 |
| 22:00-22:59 | 1 | 1 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 |
| 23:00-23:59 | | | | | | | | | | | | | | | | | | | | | | | | |
| | 1032 | 86 | 45 | 19 | | 60 | 15 | | 64 | 3 | | 136 | 32 | | 219 | 13 | | 174 | 174 | | 383 | | 256 | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Interval | Timeband divided into hourly segments |
| Total | Total number of calls during each hourly timeband |
| Max Q | The maximum number of calls queuing at any one time during each hourly timeband |
| <10 seconds - Ans | The total number of calls answered in less than 10 seconds during each hourly timeband |

| | |
|---|---|
| <10 seconds - Aban | The total number of calls abandoned in less than 10 seconds during each hourly timeband |
| <10 seconds - % ans | The total number of calls answered in less than 10 seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <20 seconds - Ans | The total number of calls answered in less than 20 seconds during each hourly timeband |
| <20 seconds - Aban | The total number of calls abandoned in less than 20 seconds during each hourly timeband |
| <30 seconds - Ans | The total number of calls answered in less than 30 seconds during each hourly timeband |
| <30 seconds - Aban | The total number of calls abandoned in less than 30 seconds during each hourly timeband |
| <30 seconds - % ans | The total number of calls answered in less than 30 seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <45 seconds - Ans | The total number of calls answered in less than 45 seconds during each hourly timeband |
| <45 seconds - Aban | The total number of calls abandoned in less than 45 seconds during each hourly timeband |
| <45 seconds - % ans | The total number of calls answered in less than 45 seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <60 seconds - Ans | The total number of calls answered in less than 60 seconds during each hourly timeband |
| <60 seconds - Aban | The total number of calls abandoned in less than 60 seconds during each hourly timeband |
| <60 seconds - % ans | The total number of calls answered in less than 60 seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| >60 seconds - Ans | The total number of calls answered after 60 seconds, or longer, during each hourly timeband |
| >60 seconds - Aban | The total number of calls abandoned after 60 seconds, or longer, during each hourly timeband |
| Voicemail – Total | The total number of calls forwarded or transferred to voicemail, during each hourly timeband |
| Voicemail - % | The total number of calls forwarded or transferred to voicemail, divided by total calls and expressed as a percentage, during each hourly timeband |
| Abandoned – Total | The total number of calls abandoned during each hourly timeband |
| Abandoned - % | The total number of calls abandoned, divided by total calls and expressed as a percentage, during each hourly timeband |

### Drill Down Report

Standard drill down reports available on Total, Answered and Abandoned

## Incoming Call Response Consise

### Call Performance Profile Report Description

Shows how quickly calls to a Department or Group were answered, how many went to voicemail and how many were abandoned. Results are grouped in hourly time bands.

**Incoming Call Response Concise**

**For: Main**

Dates: From: 2012-12-03, To: 2012-12-09 (Last Week)

Time Filter: between '00:00:00' AND '23:59:59'

| | | <10s | | | <20s | | | <30s | | | <45s | | | <60s | | | >60s | | | Voicemail | | Abandoned | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | Total | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Total | % | Total | % |
| 00:00-00:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 01:00-01:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 02:00-02:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 03:00-03:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 04:00-04:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 05:00-05:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 06:00-06:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 07:00-07:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 08:00-08:59 | 13 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 7 | 0 | 53.85 | 8 | 1 | 61.54 | 3 | 1 | 23.08 | 0 | 0.00 | 2 | 15.38 |
| 09:00-09:59 | 129 | 4 | 4 | 3.10 | 5 | 5 | 3.88 | 5 | 5 | 3.88 | 23 | 18 | 17.83 | 40 | 9 | 31.01 | 16 | 32 | 12.40 | 0 | 0.00 | 73 | 56.59 |
| 10:00-10:59 | 195 | 5 | 8 | 2.56 | 7 | 7 | 3.59 | 7 | 8 | 3.59 | 19 | 21 | 9.74 | 35 | 19 | 17.95 | 34 | 63 | 17.44 | 0 | 0.00 | 126 | 64.62 |
| 11:00-11:59 | 151 | 7 | 1 | 4.64 | 7 | 8 | 4.64 | 7 | 6 | 4.64 | 22 | 12 | 14.57 | 43 | 8 | 28.48 | 33 | 40 | 21.85 | 0 | 0.00 | 75 | 49.67 |
| 12:00-12:59 | 126 | 3 | 5 | 2.38 | 4 | 4 | 3.17 | 4 | 0 | 3.17 | 8 | 7 | 6.35 | 19 | 3 | 15.08 | 34 | 54 | 26.98 | 0 | 0.00 | 73 | 57.94 |
| 13:00-13:59 | 116 | 6 | 2 | 5.17 | 8 | 1 | 6.90 | 8 | 1 | 6.90 | 25 | 5 | 21.55 | 38 | 6 | 32.76 | 24 | 39 | 20.69 | 0 | 0.00 | 54 | 46.55 |
| 14:00-14:59 | 141 | 0 | 1 | 0.00 | 1 | 3 | 0.71 | 2 | 1 | 1.42 | 8 | 10 | 5.67 | 17 | 2 | 12.06 | 38 | 69 | 26.95 | 0 | 0.00 | 86 | 60.99 |
| 15:00-15:59 | 94 | 2 | 3 | 2.13 | 3 | 3 | 3.19 | 3 | 0 | 3.19 | 12 | 3 | 12.77 | 26 | 2 | 27.66 | 33 | 24 | 35.11 | 0 | 0.00 | 35 | 37.23 |
| 16:00-16:59 | 112 | 1 | 2 | 0.89 | 1 | 3 | 0.89 | 2 | 0 | 1.79 | 12 | 6 | 10.71 | 28 | 0 | 25.00 | 45 | 28 | 40.18 | 0 | 0.00 | 39 | 34.82 |
| 17:00-17:59 | 51 | 0 | 2 | 0.00 | 0 | 2 | 0.00 | 0 | 0 | 0.00 | 0 | 4 | 0.00 | 3 | 0 | 5.88 | 21 | 19 | 41.18 | 0 | 0.00 | 27 | 52.94 |
| 18:00-18:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 19:00-19:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 20:00-20:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 21:00-21:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 22:00-22:59 | | | | | | | | | | | | | | | | | | | | | | | |
| 23:00-23:59 | | | | | | | | | | | | | | | | | | | | | | | |
| | 1128 | 28 | 28 | | 36 | 36 | | 38 | 21 | | 136 | 86 | | 257 | 50 | | 281 | 369 | | 0 | | 590 | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| DDI | Enter the DDI number to be reported on |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Interval | Timeband divided into hourly segments |
| Total | Total number of calls during each hourly timeband |
| <10 seconds - Ans | The total number of calls answered in less than 10 seconds during each hourly timeband |
| <10 seconds - Aban | The total number of calls abandoned in less than 10 seconds during each hourly timeband |
| <10 seconds - % ans | The total number of calls answered in less than 10 seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <20 seconds - Ans | The total number of calls answered in less than 20 seconds during each hourly timeband |

| | |
|---|---|
| <20 seconds - Aban | The total number of calls abandoned in less than 20 seconds during each hourly timeband |
| <20 seconds - % ans | The total number of calls answered in less than 20 seconds, divided by total calls and expressed as a percentage, during each hourly time band |
| <30 seconds - Ans | The total number of calls answered in less than 30 seconds during each hourly timeband |
| <30 seconds - Aban | The total number of calls abandoned in less than 30 seconds during each hourly timeband |
| <30 seconds - % ans | The total number of calls answered in less than 30 seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <45 seconds - Ans | The total number of calls answered in less than 45 seconds during each hourly timeband |
| <45 seconds - Aban | The total number of calls abandoned in less than 45 seconds during each hourly timeband |
| <45 seconds - % ans | The total number of calls answered in less than 45 seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <60 seconds - Ans | The total number of calls answered in less than 60 seconds during each hourly timeband |
| <60 seconds - Aban | The total number of calls abandoned in less than 60 seconds during each hourly timeband |
| <60 seconds - % ans | The total number of calls answered in less than 60 seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| Voicemail – Total | The total number of calls forwarded or transferred to voicemail, during each hourly timeband |
| Voicemail - % | The total number of calls forwarded or transferred to voicemail, divided by total calls and expressed as a percentage, during each hourly timeband |
| Abandoned – Total | The total number of calls abandoned during each hourly timeband |
| Abandoned - % | The total number of calls abandoned, divided by total calls and expressed as a percentage, during each hourly timeband |

### Drill Down Report

Standard drill down reports available on Total, Answered and Abandoned

## Incoming Call Breakdown by Hour

### Call Performance Profile Report Description

Identifies incoming call flow on an hourly basis over the required period. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned.

**Incoming Call Breakdown By Hour**

**For: All**

Dates: From: 2012-11-01, To: 2012-11-30 (Last Month)

Time Filter: between '00:00:00' AND '23:59:59'

| | | Connected | | | | | | | Voicemail | | | Abandoned | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait |
| 00:00-00:59 | | | | | | | | | | | | | | |
| 01:00-01:59 | | | | | | | | | | | | | | |
| 02:00-02:59 | | | | | | | | | | | | | | |
| 03:00-03:59 | | | | | | | | | | | | | | |
| 04:00-04:59 | | | | | | | | | | | | | | |
| 05:00-05:59 | | | | | | | | | | | | | | |
| 06:00-06:59 | | | | | | | | | | | | | | |
| 07:00-07:59 | 27 | 19 | 0 | 00:02:58 | 00:01:05 | 00:18:00 | 00:06:15 | 01:58:45 | 0 | 00:00:00 | | 8 | 00:02:57 | 00:00:38 |
| 08:00-08:59 | 202 | 134 | 0 | 00:05:49 | 00:01:44 | 00:20:54 | 00:06:40 | 14:52:29 | 0 | 00:00:00 | | 68 | 00:03:45 | 00:01:27 |
| 09:00-09:59 | 312 | 228 | 2 | 00:09:26 | 00:01:26 | 00:24:30 | 00:07:05 | 26:48:40 | 1 | 00:01:41 | 00:01:41 | 83 | 00:04:28 | 00:01:29 |
| 10:00-10:59 | 361 | 230 | 0 | 00:05:06 | 00:01:30 | 00:28:59 | 00:08:04 | 30:54:43 | 0 | 00:00:00 | | 131 | 00:05:59 | 00:01:23 |
| 11:00-11:59 | 325 | 209 | 1 | 00:07:03 | 00:01:43 | 00:26:20 | 00:07:38 | 26:27:36 | 0 | 00:00:00 | | 116 | 00:04:35 | 00:01:14 |
| 12:00-12:59 | 275 | 178 | 3 | 00:07:21 | 00:01:38 | 00:21:32 | 00:06:24 | 18:40:49 | 0 | 00:00:00 | | 97 | 00:05:42 | 00:01:26 |
| 13:00-13:59 | 285 | 162 | 0 | 00:06:45 | 00:01:55 | 00:39:36 | 00:07:26 | 20:03:26 | 0 | 00:00:00 | | 123 | 00:08:56 | 00:01:38 |
| 14:00-14:59 | 393 | 221 | 4 | 00:09:24 | 00:02:02 | 00:31:23 | 00:07:26 | 26:52:52 | 0 | 00:00:00 | | 172 | 00:06:34 | 00:01:52 |
| 15:00-15:59 | 321 | 202 | 4 | 00:08:26 | 00:02:06 | 00:37:08 | 00:07:25 | 24:29:25 | 0 | 00:00:00 | | 119 | 00:06:00 | 00:01:41 |
| 16:00-16:59 | 239 | 159 | 0 | 00:09:57 | 00:01:47 | 00:37:56 | 00:08:22 | 22:11:26 | 0 | 00:00:00 | | 80 | 00:11:31 | 00:02:02 |
| 17:00-17:59 | 43 | 29 | 1 | 00:03:39 | 00:01:11 | 00:46:50 | 00:09:01 | 04:12:31 | 0 | 00:00:00 | | 14 | 00:04:06 | 00:01:21 |
| 18:00-18:59 | 2 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 2 | 00:00:58 | 00:00:30 |
| 19:00-19:59 | 2 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 2 | 00:00:04 | 00:00:03 |
| 20:00-20:59 | | | | | | | | | | | | | | |
| 21:00-21:59 | | | | | | | | | | | | | | |
| 22:00-22:59 | | | | | | | | | | | | | | |
| 23:00-23:59 | | | | | | | | | | | | | | |
| | 2787 | 1771 | 15 | 00:09:57 | 00:01:44 | 00:46:50 | 00:07:25 | 217:32:42 | 1 | 00:01:41 | 00:01:41 | 1015 | 00:11:31 | 00:01:34 |
| % | | 63.55 | | | | | | | 0.04 | | | 36.42 | | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Interval | Timeband divided into hourly segments |
| No. of Calls | Total number of calls during each hourly timeband |
| Connected – Total | The total number of calls that were successfully connected during each hourly timeband |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband |
| Connected – Max Wait | The longest time that it took a call to be answered during each hourly timeband |
| Connected – Average Wait | The average time that it took a call to be answered during each hourly timeband |

| | |
|---|---|
| Connected – Max Talk | The longest time that a call was connected for during each hourly timeband |
| Connected – Average Talk | The average time that a call was connected for during each hourly timeband |
| Connected – Total Talk | The total length of time that all calls were connected for during each hourly timeband |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Abandoned – Total | The total number of calls where thee caller hung-up during each hourly timeband |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each hourly timeband |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each hourly timeband |

### Drill Down Report

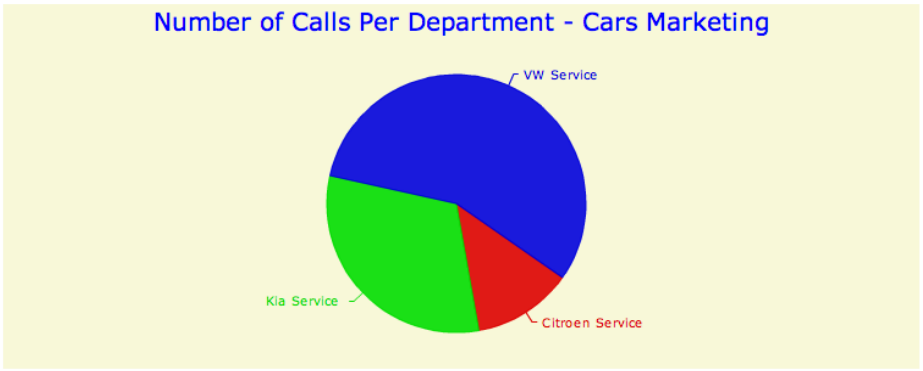
Standard drill down available on No. of Calls, Total Connected, Total Voicemail, Total Abandoned and Sub-5 Seconds Connected.

## Incoming Call Breakdown by Department

### Call Performance Profile Report Description

Identifies the activity and/or success of multiple DDI numbers/Departments/campaigns/etc. It allows the number of calls per Department to be clearly identified. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned.

**Incoming Call Breakdown By Department**
**For: Cars Marketing**
Dates: Today
Time Filter: between '00:00:00' AND '23:59:59'




| | | Connected | | | | | | | Voicemail | | | Abandoned | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Department | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait |
| Citroen Service | 2 | 2 | 2 | 00:00:00 | | 00:00:00 | | 00:00:01 | 0 | 00:00:00 | | 0 | 00:00:00 | |
| Kia Service | 5 | 3 | 3 | 00:00:00 | | 00:00:00 | | 00:00:02 | 0 | 00:00:00 | | 2 | 00:00:04 | 00:00:04 |
| VW Service | 9 | 7 | 5 | 00:00:10 | 00:00:07 | 00:00:06 | 00:00:05 | 00:00:16 | 0 | 00:00:00 | | 2 | 00:00:11 | 00:00:07 |
| | 16 | 12 | 10 | 00:00:10 | 00:00:04 | 00:00:06 | 00:00:02 | 00:00:19 | 0 | 00:00:00 | 00:00:00 | 4 | 00:00:11 | 00:00:05 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date -end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

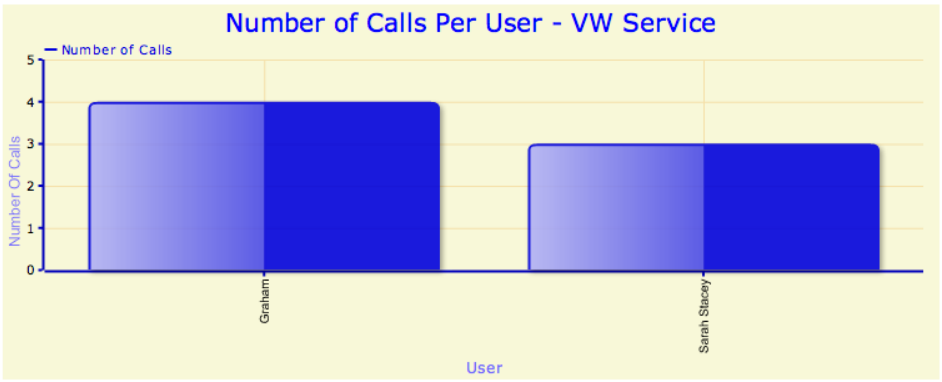
## Report Columns

| | |
|---|---|
| Department | Name of Department |
| No. of Calls | Total number of calls during each hourly time band |
| Connected – Total | The total number of calls that were successfully connected during each hourly time band |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly time band |
| Connected – Max Wait | The longest time that it took a call to be answered during each hourly time band |
| Connected – Average Wait | The average time that it took a call to be answered during each hourly time band |
| Connected – Max Talk | The longest time that a call was connected for during each hourly time band |
| Connected – Average Talk | The average time that a call was connected for during each hourly time band |
| Connected – Total Talk | The total length of time that all calls were connected for during each hourly time band |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each hourly time band |
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly time band |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly time band |
| Abandoned – Total | The total number of calls where callers hung-up during each hourly time band |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each hourly time band |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each hourly time band |

## Drill Down Report

Drill down on Department takes you to the Incoming Call Breakdown by User report.

**Incoming Call Breakdown By User**
**For: VW Service**
**Dates: From: 2011-07-04, To: 2011-07-04**
**Time Filter: between '00:00:00' AND '23:59:59'**
Filtered on: VW Service




| | | | Ring Time | | | Talk Time | | |
|---|---|---|---|---|---|---|---|---|
| User | Extn | Number of Calls | Max | Min | Avg | Max | Min | Avg |
| Graham | 2001 | 4 | 00:00:32 | 00:00:02 | 00:00:10 | 00:00:01 | 00:00:00 | 00:00:01 |
| Sarah Stacey | 2002 | 3 | 00:00:07 | 00:00:02 | 00:00:05 | 00:00:06 | 00:00:03 | 00:00:05 |
| | | 7 | 00:00:32 | 00:00:02 | 00:00:07 | 00:00:06 | 00:00:00 | 00:00:02 |

## Incoming Call Breakdown by Day

### Call Performance Profile Report Description

Identifies incoming call flow on a daily basis over the required period. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned.

**Incoming Call Breakdown By Day**

**For: Main**

**Dates: From: 2012-11-01, To: 2012-11-30 (Last Month)**

**Time Filter: between '00:00:00' AND '23:59:59'**

| | | Connected | | | | | | | Voicemail | | | Abandoned | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait |
| Thursday 2012-11-01 | 82 | 64 | 0 | 00:02:14 | 00:01:01 | 00:18:50 | 00:06:18 | 06:42:42 | 0 | 00:00:00 | | 18 | 00:02:57 | 00:00:41 |
| Friday 2012-11-02 | 58 | 41 | 0 | 00:04:14 | 00:01:38 | 00:14:53 | 00:06:10 | 04:12:32 | 0 | 00:00:00 | | 17 | 00:03:20 | 00:01:38 |
| Sunday 2012-11-04 | 115 | 47 | 0 | 00:04:45 | 00:02:09 | 00:25:18 | 00:09:05 | 07:07:06 | 0 | 00:00:00 | | 68 | 00:11:08 | 00:01:39 |
| Monday 2012-11-05 | 111 | 78 | 1 | 00:03:57 | 00:01:23 | 00:37:49 | 00:06:30 | 08:27:25 | 0 | 00:00:00 | | 33 | 00:02:53 | 00:00:47 |
| Tuesday 2012-11-06 | 120 | 85 | 0 | 00:05:49 | 00:01:36 | 00:20:03 | 00:06:52 | 09:44:18 | 0 | 00:00:00 | | 35 | 00:03:25 | 00:00:54 |
| Wednesday 2012-11-07 | 89 | 56 | 0 | 00:04:52 | 00:01:31 | 00:24:47 | 00:07:02 | 06:33:29 | 0 | 00:00:00 | | 33 | 00:04:58 | 00:01:41 |
| Thursday 2012-11-08 | 98 | 71 | 1 | 00:05:27 | 00:01:27 | 00:21:36 | 00:07:00 | 08:16:37 | 0 | 00:00:00 | | 27 | 00:03:43 | 00:01:24 |
| Friday 2012-11-09 | 34 | 22 | 0 | 00:04:12 | 00:01:47 | 00:20:14 | 00:06:43 | 02:27:40 | 0 | 00:00:00 | | 12 | 00:04:12 | 00:01:27 |
| Saturday 2012-11-10 | 1 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 1 | 00:00:02 | 00:00:02 |
| Monday 2012-11-12 | 203 | 131 | 1 | 00:06:15 | 00:02:18 | 00:34:49 | 00:07:10 | 15:39:50 | 0 | 00:00:00 | | 72 | 00:05:17 | 00:01:35 |
| Tuesday 2012-11-13 | 123 | 89 | 1 | 00:04:22 | 00:01:27 | 00:24:42 | 00:07:00 | 10:23:28 | 0 | 00:00:00 | | 34 | 00:07:26 | 00:01:28 |
| Wednesday 2012-11-14 | 114 | 83 | 1 | 00:08:19 | 00:01:36 | 00:19:55 | 00:06:42 | 09:16:12 | 0 | 00:00:00 | | 31 | 00:05:02 | 00:01:16 |
| Thursday 2012-11-15 | 97 | 52 | 0 | 00:09:57 | 00:02:00 | 00:37:08 | 00:08:30 | 07:21:59 | 0 | 00:00:00 | | 45 | 00:11:31 | 00:01:40 |
| Friday 2012-11-16 | 38 | 20 | 0 | 00:05:06 | 00:02:03 | 00:14:38 | 00:06:55 | 02:18:26 | 0 | 00:00:00 | | 18 | 00:05:11 | 00:02:09 |
| Sunday 2012-11-18 | 180 | 94 | 2 | 00:05:08 | 00:02:25 | 00:39:36 | 00:07:23 | 11:33:31 | 0 | 00:00:00 | | 86 | 00:05:59 | 00:01:46 |
| Monday 2012-11-19 | 133 | 93 | 1 | 00:04:58 | 00:01:54 | 00:25:20 | 00:06:41 | 10:22:17 | 0 | 00:00:00 | | 40 | 00:06:00 | 00:01:21 |
| Tuesday 2012-11-20 | 158 | 88 | 0 | 00:04:57 | 00:01:24 | 00:28:31 | 00:08:18 | 12:09:48 | 0 | 00:00:00 | | 70 | 00:06:00 | 00:01:33 |
| Wednesday 2012-11-21 | 136 | 95 | 0 | 00:05:21 | 00:01:25 | 00:26:20 | 00:07:41 | 12:10:31 | 0 | 00:00:00 | | 41 | 00:04:06 | 00:01:16 |
| Thursday 2012-11-22 | 120 | 85 | 1 | 00:06:19 | 00:01:45 | 00:21:28 | 00:06:49 | 09:38:51 | 0 | 00:00:00 | | 35 | 00:06:34 | 00:01:24 |
| Friday 2012-11-23 | 112 | 66 | 1 | 00:09:24 | 00:01:48 | 00:26:10 | 00:07:48 | 08:34:46 | 0 | 00:00:00 | | 46 | 00:05:36 | 00:01:46 |
| Saturday 2012-11-24 | 72 | 37 | 0 | 00:06:45 | 00:02:32 | 00:20:40 | 00:08:22 | 05:17:35 | 1 | 00:01:41 | 00:01:41 | 34 | 00:04:04 | 00:01:53 |
| Sunday 2012-11-25 | 1 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 1 | 00:00:02 | 00:00:02 |
| Monday 2012-11-26 | 206 | 113 | 0 | 00:07:21 | 00:02:25 | 00:22:40 | 00:07:32 | 14:10:59 | 0 | 00:00:00 | | 93 | 00:08:56 | 00:02:08 |
| Tuesday 2012-11-27 | 137 | 102 | 0 | 00:04:34 | 00:01:22 | 00:46:50 | 00:09:19 | 15:50:45 | 0 | 00:00:00 | | 35 | 00:04:42 | 00:01:46 |
| Wednesday 2012-11-28 | 106 | 66 | 0 | 00:09:26 | 00:01:37 | 00:31:23 | 00:07:55 | 08:42:37 | 0 | 00:00:00 | | 40 | 00:04:35 | 00:01:38 |
| Thursday 2012-11-29 | 129 | 80 | 5 | 00:08:26 | 00:01:37 | 00:28:54 | 00:06:35 | 08:47:19 | 0 | 00:00:00 | | 49 | 00:05:48 | 00:01:26 |
| | 2773 | 1758 | 15 | 00:09:57 | 00:01:45 | 00:46:50 | 00:07:21 | 215:50:43 | 1 | 00:01:41 | 00:01:41 | 1014 | 00:11:31 | 00:01:34 |
| % | | 63.40 | | | | | | | 0.04 | | | 36.57 | | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Interval | Timeband divided into hourly segments |
| No. of Calls | Total number of calls during each hourly timeband |
| Connected – Total | The total number of calls that were successfully connected during each hourly timeband |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband |
| Connected – Max Wait | The longest time that it took a call to be answered during each hourly timeband |

| | |
|---|---|
| Connected – Average Wait | The average time that it took a call to be answered during each hourly timeband |
| Connected – Max Talk | The longest time that a call was connected for during each hourly timeband |
| Connected – Average Talk | The average time that a call was connected for during each hourly timeband |
| Connected – Total Talk | The total length of time that all calls were connected for during each hourly timeband |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Abandoned – Total | The total number of calls where thee caller hung-up during each hourly timeband |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each hourly timeband |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each hourly timeband |

### Drill Down Report

Drill down on Interval generates the Incoming Call Breakdown By Hour report.

Standard drill down reports available on No. of Calls, Total Connected, Total Voicemail, Total Abandoned and Sub-5 Seconds Connected.

## Incoming Call Breakdown by Week

### Call Performance Profile Report Description

Identifies incoming call flow on a weekly basis over the required period. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned.

**Incoming Call Breakdown By Week**

**For: Main**

**Dates: From: 2012-11-01, To: 2012-11-30 (Last Month)**

**Time Filter: between '00:00:00' AND '23:59:59'**

| | | Connected | | | | | | | Voicemail | | | Abandoned | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait |
| 2012-11-01 to 2012-11-04 | 255 | 152 | 0 | 00:04:45 | 00:01:32 | 00:25:18 | 00:07:07 | 18:02:21 | 0 | 00:00:00 | | 103 | 00:11:08 | 00:01:29 |
| 2012-11-05 to 2012-11-11 | 453 | 312 | 2 | 00:05:49 | 00:01:31 | 00:37:49 | 00:06:50 | 35:29:28 | 0 | 00:00:00 | | 141 | 00:04:58 | 00:01:12 |
| 2012-11-12 to 2012-11-18 | 755 | 469 | 5 | 00:09:57 | 00:02:00 | 00:39:36 | 00:07:14 | 56:33:25 | 0 | 00:00:00 | | 286 | 00:11:31 | 00:01:38 |
| 2012-11-19 to 2012-11-25 | 732 | 464 | 3 | 00:09:24 | 00:01:43 | 00:28:31 | 00:07:31 | 58:13:48 | 1 | 00:01:41 | 00:01:41 | 267 | 00:06:34 | 00:01:32 |
| 2012-11-26 to 2012-11-30 | 578 | 361 | 5 | 00:09:26 | 00:01:48 | 00:46:50 | 00:07:54 | 47:31:40 | 0 | 00:00:00 | | 217 | 00:08:56 | 00:01:50 |
| | 2773 | 1758 | 15 | 00:09:57 | 00:01:45 | 00:46:50 | 00:07:21 | 215:50:42 | 1 | 00:01:41 | 00:01:41 | 1014 | 00:11:31 | 00:01:34 |
| % | | 63.40 | | | | | | | 0.04 | | | 36.57 | | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Interval | Timeband divided into hourly segments |
| No. of Calls | Total number of calls during each hourly timeband |
| Connected – Total | The total number of calls that were successfully connected during each hourly timeband |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband |
| Connected – Max Wait | The longest time that it took a call to be answered during each hourly timeband |
| Connected – Average Wait | The average time that it took a call to be answered during each hourly timeband |
| Connected – Max Talk | The longest time that a call was connected for during each hourly timeband |
| Connected – Average Talk | The average time that a call was connected for during each hourly timeband |
| Connected – Total Talk | The total length of time that all calls were connected for during each hourly timeband |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Abandoned – Total | The total number of calls where thee caller hung-up during each hourly timeband |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each hourly timeband |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each hourly timeband |

## Drill Down Report

Drill down on Interval generates the Incoming Call Breakdown By Day report.

Standard drill down reports available on No. of Calls, Total Connected, Total Voicemail, Total Abandoned and Sub-5 Seconds Connected, gives a breakdown of all calls in that category during the week on an individual basis.

# Incoming Call Breakdown by Month

## Call Performance Profile Report Description

Identifies incoming call flow on a calendar month basis over the required period. Breaks down incoming calls into those that have been connected, those that were forwarded to voicemail and those that were abandoned.

**Incoming Call Breakdown By Month**

**For: Main**

**Dates: From: 2012-09-01, To: 2012-11-30**

**Time Filter: between '00:00:00' AND '23:59:59'**

| | | Connected | | | | | | | Voicemail | | | Abandoned | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait |
| September 2012 | 2618 | 1705 | 11 | 00:09:38 | 00:01:44 | 00:37:24 | 00:07:27 | 211:41:04 | 0 | 00:00:00 | | 913 | 00:07:24 | 00:01:42 |
| October 2012 | 1925 | 1374 | 5 | 00:10:25 | 00:01:19 | 00:30:19 | 00:07:35 | 173:48:28 | 0 | 00:00:00 | | 551 | 00:07:37 | 00:01:05 |
| November 2012 | 2773 | 1758 | 15 | 00:09:57 | 00:01:45 | 00:46:50 | 00:07:22 | 215:50:42 | 1 | 00:01:41 | 00:01:41 | 1014 | 00:11:31 | 00:01:34 |
| | 7316 | 4837 | 31 | 00:10:25 | 00:01:37 | 00:46:50 | 00:07:27 | 601:20:14 | 1 | 00:01:41 | 00:01:41 | 2478 | 00:11:31 | 00:01:30 |
| % | | 66.12 | | | | | | | 0.01 | | | 33.87 | | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Interval | Timeband divided into hourly segments |
| No. of Calls | Total number of calls during each hourly timeband |
| Connected – Total | The total number of calls that were successfully connected during each hourly timeband |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband |
| Connected – Max Wait | The longest time that it took a call to be answered during each hourly timeband |
| Connected – Average Wait | The average time that it took a call to be answered during each hourly timeband |
| Connected – Max Talk | The longest time that a call was connected for during each hourly timeband |
| Connected – Average Talk | The average time that a call was connected for during each hourly timeband |
| Connected – Total Talk | The total length of time that all calls were connected for during each hourly timeband |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband |

| | |
|---|---|
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Abandoned – Total | The total number of calls where thee caller hung-up during each hourly timeband |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each hourly timeband |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each hourly timeband |

## Drill Down Report

Drill down on Interval generates the Incoming Call Breakdown By Day report.

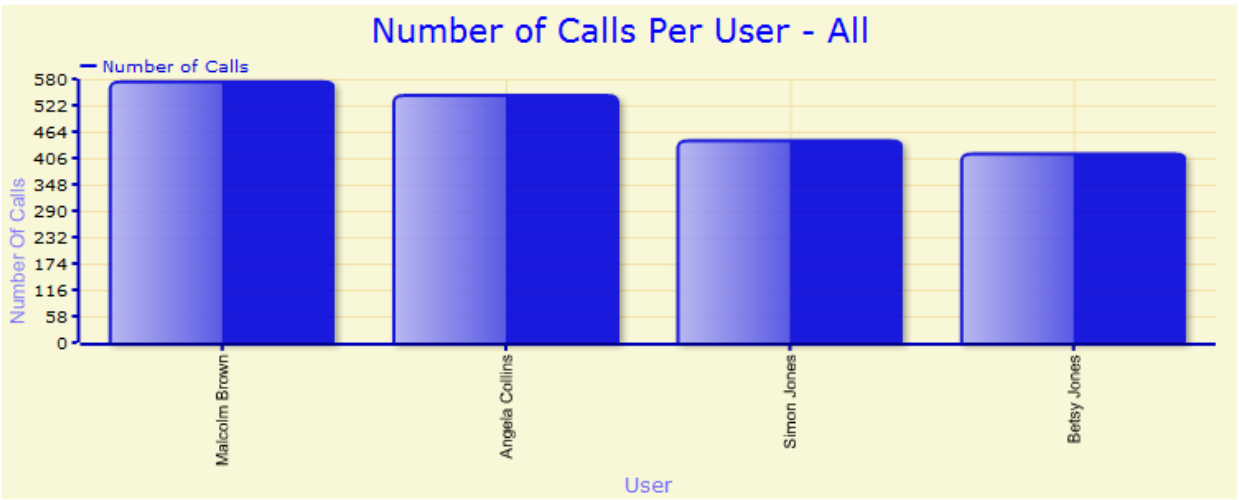
Standard drill down reports available on No. of Calls, Total Connected, Total Voicemail, Total Abandoned and Sub-5 Seconds Connected, gives a breakdown of all calls in that category during the month on an individual basis.

# Incoming Calls Breakdown by User

## Call Performance Profile Report Description

Shows which individuals have been answering calls for Departments on maximiser or a pre-configured Reporting Group on Vision. A bar graph is produced for the top 20 by number of calls answered.

**Incoming Call Breakdown By User**
**For: All**
**Dates: This Month**
**Time Filter: between '00:00:00' AND '23:59:59'**




| | | | Ring Time | | | Talk Time | | |
|---|---|---|---|---|---|---|---|---|
| User | Extn | Number of Calls | Max | Min | Avg | Max | Min | Avg |
| Malcolm Brown | 2003 | 577 | 00:08:24 | 00:00:00 | 00:00:16 | 00:37:56 | 00:00:01 | 00:07:00 |
| Angela Collins | 2001 | 547 | 00:09:09 | 00:00:00 | 00:00:23 | 00:24:42 | 00:00:01 | 00:06:00 |
| Simon Jones | 2002 | 448 | 00:06:18 | 00:00:00 | 00:00:18 | 00:45:12 | 00:00:00 | 00:08:14 |
| Betsy Jones | 2004 | 419 | 00:06:21 | 00:00:00 | 00:00:30 | 00:46:50 | 00:00:00 | 00:09:06 |
| | | 1991 | 00:09:09 | 00:00:00 | 00:00:21 | 00:46:50 | 00:00:00 | 00:07:26 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| User | Name associated with the Extension number |
| Number | Extension number on maximiser |
| Number of Calls | Total number of incoming calls connected to the User/Number over the Report Period |
| Ring Time - Maximum | The longest time an incoming call rang for, before being answered by the User/Extension |
| Ring Time - Minimum | The shortest time an incoming call rang for, before being answered by the User/Extension |
| Ring Time - Average | The average time an incoming call rang for, before being answered by the User/Extension |
| Talk Time - Maximum | The longest time the User/Extension was talking to an incoming caller |
| Talk Time - Minimum | The shortest time the User/Extension was talking to an incoming caller |
| Talk Time - Average | The average time the User/Extension was talking to an incoming caller |

## Drill Down Report

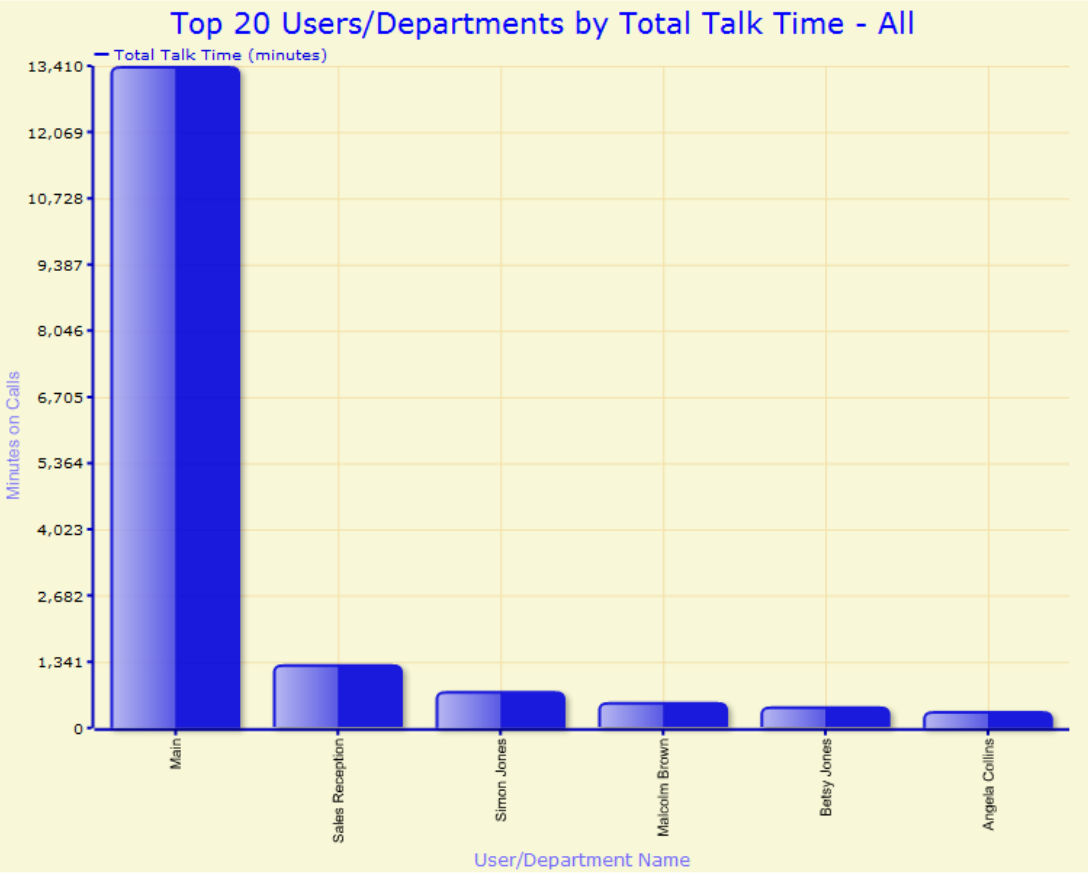
Standard drill down report available on User.

# Overview by Talk Time

## Call Performance Profile Report Description

Produces a list of inbound, outbound and total number of calls and talk time for individuals and Departments. Graph produced for the top 20 by total talk time. Clearly identifies who's spending the most time on the phone.

**Overview By Talk Time**
**For: All**
**Dates: This Month**
**Time Filter: between '00:00:00' AND '23:59:59'**




| | | Inbound | | | | | | Outbound | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Name | Number | Total | Connect | Aband | VM | Max Call Length | Talk Time | Total | Total Talk Time Out | Total Talk Time |
| Main | 8000 | 3094 | 1761 | 1332 | 1 | 00:46:49 | 223:26:50 | 0 | 00:00:00 | 223:26:50 |
| Sales Reception | 8001 | 212 | 212 | 0 | 0 | 00:23:10 | 21:32:55 | 0 | 00:00:00 | 21:32:55 |
| Simon Jones | 2002 | 12 | 11 | 1 | 0 | 00:11:59 | 01:21:12 | 114 | 11:06:12 | 12:27:25 |
| Malcolm Brown | 2003 | 2 | 2 | 0 | 0 | 00:02:07 | 00:03:43 | 95 | 08:44:51 | 08:48:34 |
| Betsy Jones | 2004 | 5 | 5 | 0 | 0 | 00:18:23 | 00:45:12 | 67 | 06:38:56 | 07:24:08 |
| Angela Collins | 2001 | 1 | 1 | 0 | 0 | 00:01:25 | 00:01:25 | 83 | 05:47:00 | 05:48:25 |
| | | 3326 | 1992 | 1333 | 1 | 00:46:49 | 247:11:17 | 359 | 32:16:59 | 279:28:17 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Name | Name associated with the Extension number |
| Number | Extension number on maximiser |

| | |
|---|---|
| Inbound - Total | The total number of inbound calls presented to this Name/Number |
| Inbound - Connect | The total number of inbound calls answered by this Name/Number |
| Inbound - Abandoned | The total number of inbound calls presented to this Name/Number that were abandoned by the caller |
| Inbound - VM | The total number of inbound calls presented to this Name/Number that were answered by voicemail |
| Inbound – Maximum Call Length | The longest inbound call handled by this Name/Number |
| Inbound - Talk Time | The total connection time for inbound calls for this Name/Number |
| Outbound – Number of Outbound Calls | The total number of outbound calls made by this Name/Number |
| Outbound – Total Outbound Talk Time | The total connection time for outbound calls made by this Name/Number |
| Total Talk Time | The total connection time for inbound and outbound calls for this Name/Number |

### Drill Down Report

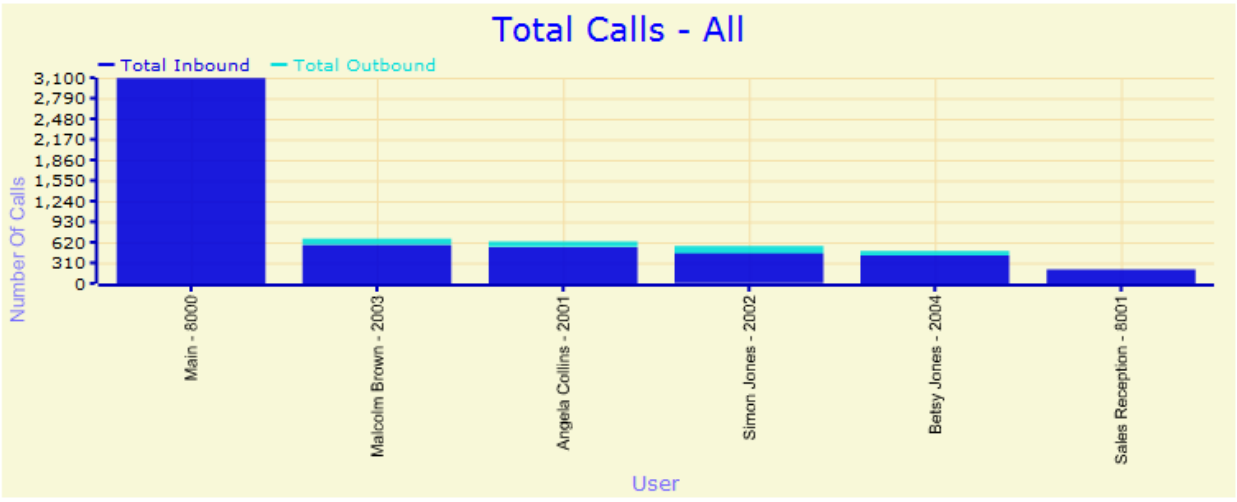
Standard drill down report available on Name.

## Overview by User

### Call Performance Profile Report Description

Delivers a report on individual users. How many DDI and Departmental calls they received, how many were answered, how many were abandoned and how many went to voicemail, total, average and maximum talk time and average ring time. For outbound calls, the total number of calls made, the number of these that were un-answered, the average talk time and total "dial tone" time is shown. Ideal for tracking overall individual and/or Departmental performance.

**Overview By User**
**For: All**
**Dates: This Month**
**Time Filter: between '00:00:00' AND '23:59:59'**




| | | Inbound | | | | | | | | | | Outbound | | | | | Dial Tone | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Name | Total Calls | Total | Direct | Dept Calls | Answered | Aband | VM | Talk Time | Avg Talk Time | Max Talk Time | Avg Ring Time | Total | Unans | Total Talk Time | Avg Talk Time | Max Talk Time | Calls | Time |
| Main - 8000 | 3094 | 3094 | 3094 | 0 | 1761 | 1332 | 1 | 223:26:50 | 00:04:20 | 00:46:50 | 00:00:11 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| Malcolm Brown - 2003 | 672 | 577 | 2 | 575 | 577 | 0 | 0 | 67:20:55 | 00:08:53 | 00:40:03 | 00:00:16 | 95 | 0 | 08:44:51 | 00:05:31 | 00:30:34 | 0 | 00:00:00 |
| Angela Collins - 2001 | 630 | 547 | 1 | 546 | 547 | 0 | 0 | 54:41:56 | 00:07:26 | 00:26:08 | 00:00:23 | 83 | 0 | 05:47:00 | 00:04:11 | 00:26:14 | 0 | 00:00:00 |
| Simon Jones - 2002 | 563 | 449 | 11 | 438 | 448 | 1 | 0 | 61:28:45 | 00:15:37 | 00:57:11 | 00:00:20 | 114 | 0 | 11:06:12 | 00:05:51 | 00:29:39 | 0 | 00:00:00 |
| Betsy Jones - 2004 | 486 | 419 | 5 | 414 | 419 | 0 | 0 | 63:31:56 | 00:18:08 | 01:05:13 | 00:00:33 | 67 | 0 | 06:38:56 | 00:05:57 | 00:33:37 | 0 | 00:00:00 |
| Sales Reception - 8001 | 212 | 212 | 212 | 0 | 212 | 0 | 0 | 21:32:55 | 00:06:06 | 00:23:11 | 00:00:39 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| | 5657 | 5298 | 3325 | 1973 | 3964 | 1333 | 1 | 492:03:17 | 00:08:15 | 01:05:13 | 00:00:18 | 359 | 0 | 32:16:59 | 00:05:23 | 00:33:37 | 0 | 00:00:00 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Name | Name associated with the Extension number |
| Extension | Extension number on maximiser |
| Total Calls | Total number of inbound at outbound calls for this Name/Extension |

| | |
|---|---|
| Inbound - Total | The total number of inbound calls presented to this Name/Extension |
| Inbound - Direct | The total number of direct inbound calls answered by this Name/Extension |
| Inbound – Department Calls | The total number of direct, inbound Department calls answered by this Name/Extension |
| Inbound - Answered | The total number of inbound calls answered by this Name/Extension |
| Inbound - Abandoned | The total number of inbound calls presented to this Name/Extension that were abandoned by the caller |
| Inbound - VM | The total number of inbound calls presented to this Name/Extension that were answered by voicemail |
| Inbound - Talk Time | The total connection time for inbound calls for this Name/Extension |
| Inbound – Average Talk Time | The average connection time for inbound calls to this Name/Extension |
| Inbound – Maximum Talk Time | The longest connection time for inbound calls to this Name/Extension |
| Inbound – Average Ring Time | The average ring time for inbound calls for this Name/Extension |
| Outbound – Number of Outbound Calls | The total number of outbound calls made by this Name/Extension |
| Outbound – Unanswered | The total number of outbound calls made by this Name/Extension that were not answered |
| Outbound – Average Talk Time | The average connection time for outbound calls made by this Name/Extension |
| Outbound – Dial Tone Time | The total time by this Name/Extension spent off-hook/dialling outbound calls |

## Drill Down Report

Drill down on Name gives a breakdown of all calls for that User or Department during the Report Period on an individual basis and is broken down into inbound Direct Calls, inbound Departmental calls and outbound calls.

**Drill Down Users**
**For: All**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**
Filtered on: Paul Southwell
**Direct Calls**

| Date Time | Name | Number | Target Name | Target Number | Answered By Name | Answered By | Ringing Time | Connected Time |
|---|---|---|---|---|---|---|---|---|
| 2010-02-05 09:44:04 | RobinSIP | 10052 | Paul Southwell | 718 | Paul Southwell | 718 | 00:00:03 | 00:00:03 |
| | | | | | | | 00:00:03 | 00:00:03 |

**Departmental and Picked up Calls Grouped By Department**

| Date Time | Name | Number | Target Name | Target Number | Answered By Name | Answered By | Ringing Time | Connected Time |
|---|---|---|---|---|---|---|---|---|
| 2010-02-05 09:50:56 | Southern Communications | 08450567765 | Support | 200 | Paul Southwell | 718 | 00:00:07 | 00:05:51 |
| 2010-02-05 10:08:46 | Alex NEG | 08703330321 | Support | 200 | Paul Southwell | 718 | 00:01:05 | 00:04:11 |
| 2010-02-05 10:17:51 | Southern Communications | 08450567765 | Support | 200 | Paul Southwell | 718 | 00:00:15 | 00:03:03 |
| 2010-02-05 10:37:16 | | 08450261145 | Support | 200 | Paul Southwell | 718 | 00:00:00 | 00:00:49 |
| 2010-02-05 10:53:53 | Albion Computers Ltd | 02072129090 | Support | 200 | Paul Southwell | 718 | 00:00:18 | 00:05:33 |
| | | | | | | | 00:01:45 | 00:19:27 |

**Outbound Calls**

| Date Time | Name | Number | Target Name | Target Number | Call Duration | Connected Time |
|---|---|---|---|---|---|---|
| 2010-02-05 09:36:40 | Paul Southwell | 718 | | 01582726501 | 00:01:59 | 00:01:44 |
| 2010-02-05 09:39:10 | Paul Southwell | 718 | | 08000520397 | 00:01:09 | 00:01:07 |
| 2010-02-05 09:43:26 | Paul Southwell | 718 | RobinSIP | 10052 | 00:00:03 | 00:00:00 |
| 2010-02-05 09:44:11 | Paul Southwell | 718 | | | 00:00:02 | 00:00:00 |
| 2010-02-05 09:44:46 | Paul Southwell | 718 | | 07515338248 | 00:01:01 | 00:00:48 |
| 2010-02-05 10:14:09 | Paul Southwell | 718 | Richard Gray | 08700607060 | 00:00:48 | 00:00:36 |
| 2010-02-05 10:15:01 | Paul Southwell | 718 | Christina Bray | 08450567678 | 00:01:47 | 00:01:42 |
| 2010-02-05 10:37:14 | Paul Southwell | 718 | | | 00:00:02 | 00:00:00 |
| 2010-02-05 10:43:48 | Paul Southwell | 718 | Christina Bray | 08450567678 | 00:06:28 | 00:06:25 |
| 2010-02-05 11:03:11 | Paul Southwell | 718 | Brian Frampton | 128007917568494 | 00:10:23 | 00:10:10 |
| 2010-02-05 11:13:55 | Paul Southwell | 718 | Christina Bray | 08450567678 | 00:01:39 | 00:01:32 |
| | | | | | 00:25:21 | 00:24:04 |

## Direct Calls

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Name | Name of the caller (if entered on maximiser) |
| Number | Caller's number (if presented) |
| Target Name | The name associated with the number called |
| Target Number | The number called |
| Answered By Name | The name associated with the extension that actually answered the call |
| Answered By | The extension that actually answered the call |
| Ringing Time | The total time that this call was ringing before being answered |
| Connected Time | The total time that this call was connected |

## Departmental And Picked Up Calls Grouped By Department

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Name | Name of the caller (if entered on maximiser) |
| Number | Caller's number (if presented) |
| Target Name | The name associated with the number called |
| Target Number | The number called |
| Answered By Name | The name associated with the extension that actually answered the call |
| Answered By | The extension that actually answered the call |
| Ringing Time | The total time that this call was ringing before being answered |

| | |
|---|---|
| Connected Time | The total time that this call was connected |

### Outbound Calls

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Name | Name of the caller (if entered on maximiser) |
| Number | Caller's number (if presented) |
| Target Name | The name associated with the number called |
| Target Number | The number called |
| Call Duration | The total time for this call, including ring time |
| Connected Time | The total time that this call was connected |

## Drill Down Report

Standard drill down report available on Name.

# Calls Abandoned In Auto Attendant

## Call Performance Profile Report Description

Shows how many calls were abandoned whilst connected to individual Auto Attendant numbers and when. Ideal for checking which auto attendant routines are well received – and which might need some more fine-tuning of structure and/or announcements.

Report: **Calls abandoned In AA**
For: **All**
Date Range: **Last 90 Days**

| Attendant | Total | Under 10s | Under 20s | Under 30s | Under 45s | Under 60s | Over 60s |
|---|---|---|---|---|---|---|---|
| !EA:Agency Sales | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| !EA:Demo Main | 13 | 1 | 1 | 1 | 2 | 3 | 5 |
| !EA:Demo Management | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| !EA:http://192.168.0.1/VXML/AbsenceLine.php | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| !EA:http://192.168.0.1/VXML/SalesMenu.php | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| | 17 | 2 | 3 | 1 | 2 | 4 | 5 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| Call Type | Tick boxes for Internal and/or External calls |

## Report Columns

| | |
|---|---|
| Attendant | Name of the Auto Attendant, as configured on maximiser |
| Total | Total number of calls to the Auto Attendant that were abandoned |
| Under 10 seconds | Total number of calls to the Auto Attendant that were abandoned before 10 seconds |
| Under 20 seconds | Total number of calls to the Auto Attendant that were abandoned before 20 seconds |

| | |
|---|---|
| Under 30 seconds | Total number of calls to the Auto Attendant that were abandoned before 30 seconds |
| Under 45 seconds | Total number of calls to the Auto Attendant that were abandoned before 45 seconds |
| Under 60 seconds | Total number of calls to the Auto Attendant that were abandoned before 60 seconds |
| Over 60 seconds | Total number of calls to the Auto Attendant that were abandoned after 60 seconds |

### Drill Down Report

Standard drill down report available on Attendant.

## Contact Report

### Call Performance Profile Report Description

Delivers a report of telephone calls to or from on any particular Contact that has been entered on the maximiser system database.

**Contact Report**
**For: Mark Jacques**
**Dates: Last 90 Days**
**Time Filter: between '00:00' AND '23:59'**

| Datetime | Source Name | Source Number | Target Name | Target Number | Extn Name | Extn | Duration | Connected | Total Cost | |
|---|---|---|---|---|---|---|---|---|---|---|
| 2009-11-12 15:10:05 | Mark Jacques | 07588600988 | Support | 200 | Charles Huggett | 719 | 00:08:21 | 00:08:11 | 0.000 | |
| 2009-11-13 16:02:37 | Mark Jacques | 07588600988 | Support | 200 | Paul Southwell | 718 | 00:02:09 | 00:01:58 | 0.000 | |
| 2009-11-16 10:06:44 | Mark Jacques | 07588600988 | Support | 200 | Charles Huggett | 719 | 00:01:00 | 00:00:52 | 0.000 | |
| 2009-12-22 17:19:54 | Mark Jacques | 07588600988 | Main | 07968120499 | | | 00:01:58 | 00:01:48 | 0.271 | |
| 2009-12-23 11:06:18 | Mark Jacques | 07588600988 | Main | 700 | Ros Leftley | 704 | 00:00:15 | 00:00:08 | 0.000 | |
| 2009-12-23 11:06:37 | Mark Jacques | 07588600988 | Main | 700 | Ros Leftley | 704 | 00:00:14 | 00:00:11 | 0.000 | |
| 2009-12-23 11:06:56 | Mark Jacques | 07588600988 | Main | 700 | Robin Hayman | 705 | 00:06:22 | 00:06:12 | 0.000 | |
| 2010-02-02 12:39:56 | Mark Jacques | 07588600988 | Main | 700 | Robin Hayman | 705 | 00:04:11 | 00:03:49 | 0.000 | |
| | | | | | | | 00:24:30 | 00:23:09 | £ 0.27 | |

### Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Allows report start and stop time to be defined in 24 hour format |
| Contact | Searches for entries in the Contacts database matching the text entered |
| For | Searches for any of the entities that appear on the "Show" line that match the text entered |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Contact Number 1 to 6 | Allows calls from up to six numbers to be searched for |
| Inbound/Outbound | Both/Inbound/Outbound – select whether to report on incoming calls only, outgoing calls only or both |

### Report Columns

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |

| | |
|---|---|
| Source Name | Name of the caller (if entered on maximiser) |
| Source Number | Number of the caller (if presented) |
| Target Name | The name associated with the number called |
| Target Number | The number called |
| Extension Name | The name associated with the extension that actually answered the call |
| Extension | The extension that actually answered the call |
| Duration | The total time that this call lasted; ringing and connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |
| | Inbound call - answered |
| | Inbound call - unanswered |
| | Outbound or Forwarded call - answered |
| | Outbound or Forwarded call - unanswered |

## Drill Down Report

Standard drill down report available on Date & Time.

## Standard Drill Down Report

Where available, drill down reports are presented in the following format (unless stated otherwise).

**Contact Report**
**For: All**
**Dates: Last 90 Days**
**Time Filter: between '00:00' AND '23:59'**
Filtered on: 2009-12-01 15:04:05

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2009-12-01 15:04:05 | Robin Hayman 07785902394 | Ros Leftley 704 | Ros Leftley 704 | | 00:00:04 | 00:00:43 | 0.00 |

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A second drill down on Date & Time provides a complete call record.

**Call**

**Date & Time** 2009-12-01 15:04:05
**Total Cost** 0.000

| Call Source Details | | Call Destination Details | |
|---|---|---|---|
| Cost Centre | Ros Leftley | Cost Centre | Ros Leftley |
| On Behalf Of | | On Behalf Of | Ros Leftley |
| Trunk | Modules.Chorleywood 5100.BRI2 | Trunk | |
| Name | Robin Hayman | Name | Ros Leftley |
| Number | 07785902394 | Number | 704 |
| Cost Associated | 0.000 | Cost Associated | 0.000 |
| Caused Disconnect? | | Caused Disconnect? | 1011 |

| | | | |
|---|---|---|---|
| Connected | Yes | Call Duration | 46.670 |
| Transfer Status | No | Call Connected | 42.630 |
| Account Name | | Queuing Time | 0.010 |
| Account Code | | Distributing Time | 4.010 |
| | | Agent Ringing Time | 3.780 |

An expanded engineering view of the call record, displaying a greater depth of information is also available.

**Call**

**Date & Time** 2009-12-01 15:04:05
**Total Cost** 0.000

| Call Source Details | | Call Destination Details | |
|---|---|---|---|
| Cost Centre | Ros Leftley | Cost Centre | Ros Leftley |
| On Behalf Of | | On Behalf Of | Ros Leftley |
| Trunk | Modules.Chorleywood 5100.BRI2 | Trunk | |
| Name | Robin Hayman | Name | Ros Leftley |
| Number | 07785902394 | Number | 704 |
| Dialled Number | | Dialled Number | |
| LCR Stripped Number | (null) | LCR Stripped Number | (null) |
| Cost Associated | 0.000 | Cost Associated | 0.000 |
| Release Code | 0 | Release Code | 1011 |

| | | | |
|---|---|---|---|
| Connected | Yes | Call Duration | 46.670 |
| Transfer Status | No | Call Connected | 42.630 |
| Account Name | | Queuing Time | 0.010 |
| Account Code | | Distributing Time | 4.010 |
| ConfID | afba0700-6530-151b-924f-0007d9002d1d | Agent Ringing Time | 3.780 |
| Transfer ConfID | | | |

Call statistics relating to this call

| | |
|---|---|
| dn | Users.Ros Leftley |
| ipAddress | 192.168.9.157 |
| droppedPkt | 0 |
| jitterChange | 0 |
| sequenceError | 1 |
| missedCallbacks | 0 |
| dspRxFull | 0 |
| dspTxFull | 0 |

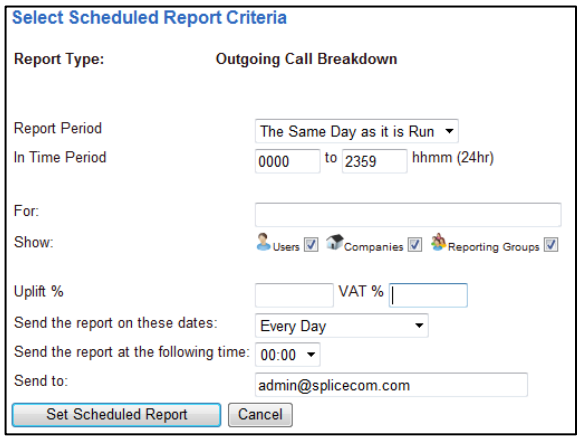
Call statistics relating to this call

| | |
|---|---|
| dn | Modules.Chorleywood 5100.BRI2 |
| ipAddress | 192.168.9.16 |
| droppedPkt | 0 |
| jitterChange | 1 |
| sequenceError | 1 |
| missedCallbacks | 0 |
| dspRxFull | 0 |
| dspTxFull | 0 |

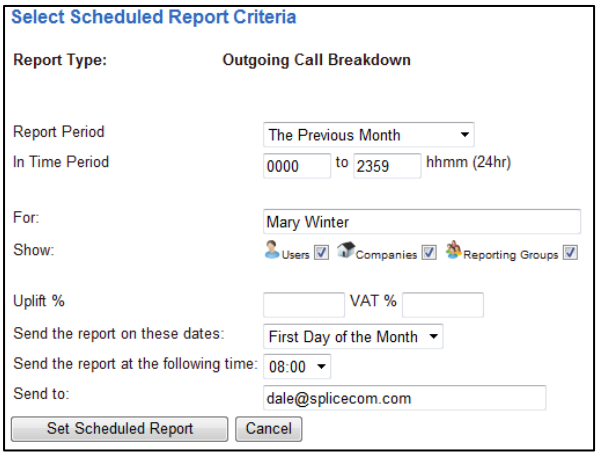
## Scheduled Reports

You can use a Scheduled Report to send a Report as HTML to a specified email account. Your system administrator can set these up for you or if the Scheduled Reports link is displayed within the Main Menu of the Vision portal you have been given the right to create these as follows.

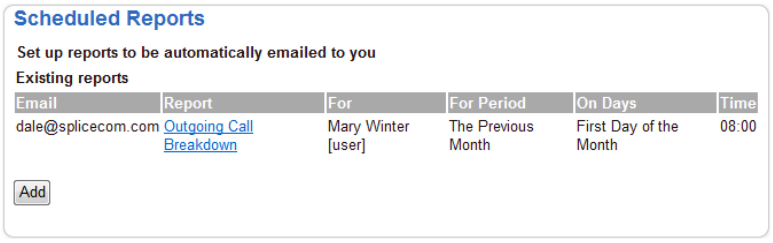
1 Within the Vision Portal click on the Scheduled Reports link
2 Select the Add Button. The list of Reports available will be displayed.
3 Select the type of Report to be sent.
4 The Select Scheduled Report Criteria screen will be displayed




5 Select the options required to determine when the report is to be sent.
6 In the Send to: field enter the email address of where the report is to be sent. (By default the email address configured in your Manager account is entered here.) Multiple email addresses can be entered, separated by a comma.




7 Select the Set Schedule Report button and you will see confirmation of your scheduled report in the Scheduled Reports list.




Scheduled reports are sorted by the Time column.

The reports will be sent with the email subject as "Vision Report for <user/department/company/reporting group selected><report name>.

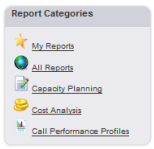
## Edit a Scheduled Report

1 Within the Vision Portal click on the Scheduled Reports link
2 The Scheduled Reports list will be displayed, sorted by the Time column
3 Use the Previous Page and Next Page links to find the Scheduled Report you require, if relevant
4 Click on the link, under the Report column, for the Scheduled Report to be amended
5 A Change Report link will become available enabling you to change the Report type

6 Make any other changes required to the Report criteria
7 Select Update

# My Reports

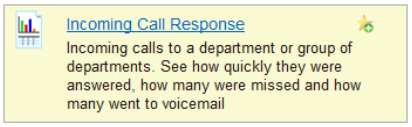
You can specify the Reports that you use on a regular basis and highlight them as favourite reports.



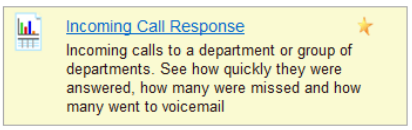

These favourite reports can then be displayed via the My Reports link within the Report Categories menu. The My Reports page becomes that your default page when opening the Vision portal and when clicking on the Reports link in the Main Menu. The All Reports link will allow you to view the complete list of reports.

## Create a favourite report

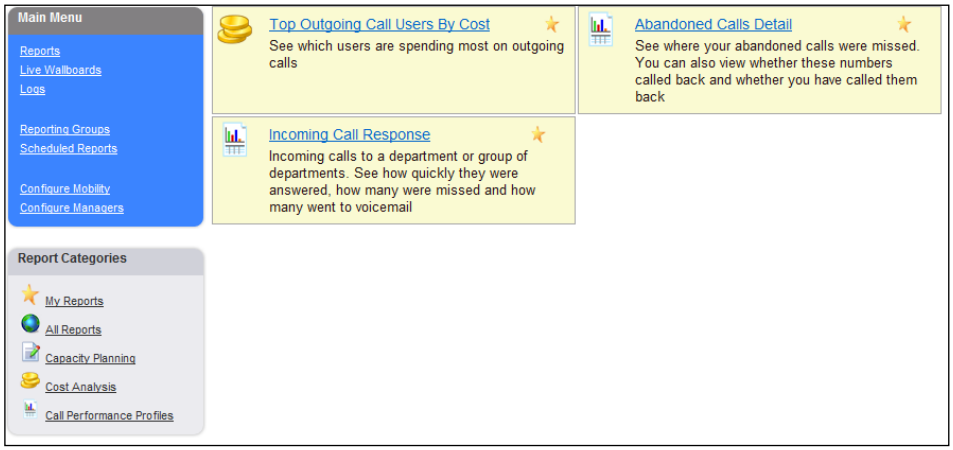
1 Select Reports from the Main Menu
2 Hover the mouse over the report required.
3 A gold star with a green add icon will appear
4 Click on the gold star


Incoming Call Response
Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail

5 This report will now be displayed permanently with a gold star

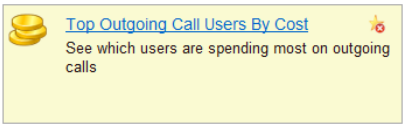

Incoming Call Response
Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail

6 Click on the My Reports link within the Report Categories menu and the favourite report will be displayed within this list


Main Menu
Reports
Live Wallboards
Logs
Reporting Groups
Scheduled Reports
Configure Mobility
Configure Managers
Report Categories
My Reports
All Reports
Capacity Planning
Cost Analysis
Call Performance Profiles
Top Outgoing Call Users By Cost
See which users are spending most on outgoing calls
Abandoned Calls Detail
See where your abandoned calls were missed. You can also view whether these numbers called back and whether you have called them back
Incoming Call Response
Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail

## Remove a favourite report

1 Select either the My Reports or All Reports link from the Report Categories list
2 Hover the mouse over the gold star of the report to be removed from My Reports
3 The gold star will be display with a red delete icon
4 Click on the gold star
5 The report will be removed from My Reports




# Quick Reports

Quick reports enable you to save regularly used criteria in a report for use again and again.

1 While creating a Report select "Save these criteria to my quick reports?
2 The "Please enter a name for this report:" text box will be displayed. Enter the name you wish to use to identify this quick report

3 Select the Generate Report button. The report will be created and the criteria used will be saved for future use.

To use a Quick Report perform the following:

1 Select the report you wish to create
2 The Quick Reports saved with this report will be displayed at the top right hand corner

3 Select the Quick Report required
4 A report using the criteria saved in the Quick Report will be created

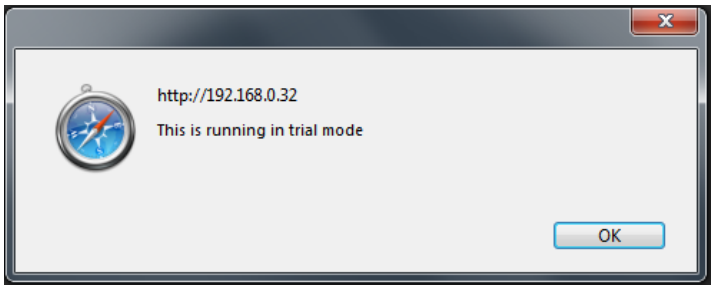
# Live Wallboards

Wallboards can be created within Vision to enable you to monitor Departmental or an individual's performance. These are created via the Live Wallboards link within Main Menu of the Vision portal. If this link is not available you have not be given the rights to create a wallboard.

## Licensing

Before creating a wallboard the number of VisionLive licences installed on your system must be considered. A VisionLive licence enables a concurrent view of a wallboard. You can create as many wallboards as you like but wallboards can only be viewed concurrently by the number of licences installed. Two people viewing the same wallboard at the same time count as 2 concurrent viewers.

If VisionLive licences have not been entered the following message will appear when a wallboard is created and every time a wallboard is opened. You can only have one trial Wallboard open at any one time.

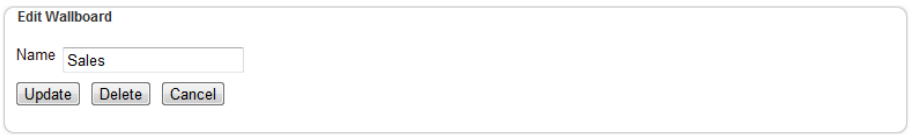



Please refer to your system administrator for details on how many VisionLive licences have been installed on your system.

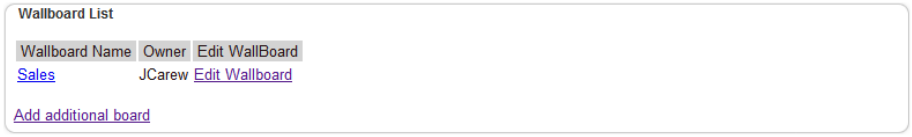
## Creating a Wallboard

1 Open the Vision portal
2 Click on the Live Wallboards link

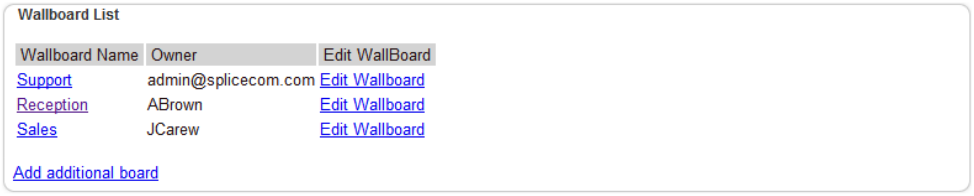
3 Click on Add Additional Wallboard.
4 In the Name field enter the text that will be used to identify this wallboard




5 Click on Update. The new wallboard will now be listed.




You become the owner of this wallboard. Only you, the administrator or a Manager with Configure Manager rights can amend and delete the wallboard. The Live Wallboards link within the Vision portal will only list the wallboards that you own, unless you have Configure Manager rights.. However you can open and view a wallboard, via a web browser, created by another Manager but you cannot amend it. Please refer to the Viewing a Wallboard section from page 82 for further details.




## Design a Wallboard

1 To design your new Wallboard, click on the wallboard name.
2 This will take you to a blank screen with a padlock on the bottom right hand corner of the page.
3 Click on the padlock and two additional icons will be displayed:

Toggle Borders - once you have designed your wallboard you can remove the title bar and borders on all the panels by selecting this icon

Add - this icon will enable you to choose a panel to add to your wallboard

Padlock - click on this icon to lock the wallboard and changes to the design cannot be made accidentally

4 Click on the Add icon and the Add New Panel screen will be displayed.

You can now decide which type of panel you wish to create.

| | |
|---|---|
| Statistic Panel | This panel will enable you to view call information such as the number of calls queuing, maximum ring time and so on. |
| Status Panel | This panel can be used to display BLF information for specific Users and Departments |
| Report Panel | A real time report on call information can be displayed on the wall board. Full details of the reports available are listed in the Reports section from page 15. |
| Web Panel | This will enable you to select a web page to be displayed on the wallboard. This useful for displaying information available on the company's intranet or, for example, financial information available on an external website |

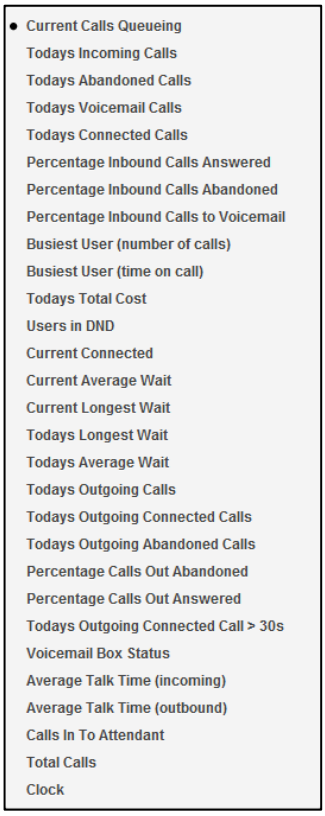
Please note that if further Panel Types are displayed your maximiser system is running the Vision Call Centre software. Please refer to Vision Call Centre Live Wallboards section from page 131 for further details.

## Statistic Panel

The Statistic Panel will enable you to view call information such as the number of calls queuing, busiest User, average wait and so on for a Department, User or Reporting Group.

1 From the Add New Panel screen click on Statistic Panel and the panel configuration form will appear

2 From the Panel Type list box select one of the following options




(Please note that if the Statistic Panel dialogue box gives you the ability to choose a Panel Type Group - Standard Panels, Agent Panels or Queue Panels your maximiser system is running the Vision Call Centre software. Please refer to Vision Call Centre Live Wallboards section from page 131 for further details.)

3 From the For list box select the type of entry you wish to monitor - Departments, Users or Report Groups

4 Click in the Search box below the For list box.

5 Start to type the first few of letters of the User, Department or Report Group you wish to search for. A list of the available options from the maximiser database will be displayed.
6 Click on the User, Department or Report Group required
7 The following options can then be configured if required.

| | |
|---|---|
| Background | Click on the coloured square beside Background to access the Colour Panel. Click on the colour required for your panel. Click on the Close icon when ready. |
| Background Text Colour | Click on the coloured square beside Background Text Colour to access the Colour Panel. Click on the colour required for the text on your panel. Click on the Close icon when ready. |
| Flash when Alerting | If alerting has been set below this option will determine whether the panel will flash or stay static when an alert is received. Select either Yes or No. |
| Warn when value is | This option can be used to display the panel in a different colour to warn, for example, if the number of calls queuing for a Department has gone above a certain value.<br><br>Firstly from the list box select < (less than) or > (greater than). Then in the text box enter the value to be compared. |
| Warning | Click on the coloured square beside Warning to access the Colour Panel. Click on the colour required for the panel when the Warning value has been reached. Click on the Close icon when ready. |
| Warning Text Colour | Click on the coloured square beside Warning Text Colour to access the Colour Panel. Click on the colour required for the text on your panel when the Warning value has been reached Click on the Close icon when ready. |
| Alert when value is | This option can be used to display the panel in a different colour to alert, for example, if the number of calls queuing for a Department has gone above a certain value.<br><br>Firstly from the list box select < (less than) or > (greater than). Then in the text box enter the value to be compared. |
| Alert | Click on the coloured square beside Alert to access the Colour Panel. Click on the colour required for the panel when the Alert value has been reached. Click on the Close icon when ready. |
| Alert Text Colour | Click on the coloured square beside Alert Text Colour to access the Colour Panel. Click on the colour required for the text on your panel when the Alert value has been reached. Click on the Close icon when ready. |
| Min Duration(s) | Available with Today's Abandoned Calls panel type. Enter the minimum number of seconds the call is ring before it is displayed in the panel. |
| Type of Call | Available with some panel types. From the list box select to display All Calls or Internal only or External only. |

| | |
|---|---|
| Show Name | This will determine where on the panel the name of the User, Department or Reporting Group will be displayed on the panel. Select Top, Bottom, Left, Right or No. |
| Show Title | This will determine where on the panel the title of the panel will be displayed. Select Top, Bottom, Left, Right or No. |

8 Select Add when ready

9 Your panel will appear at the top left hand side of the wallboard.

10 Click and drag on the panel to move it to the position required. (Please note that a new Panel will appear in the top left hand corner on the wallboard and will therefore appear on top of a Panel if one already exists there. Click and drag the panel to the required position.)

11 Click and drag on the bottom right hand corner of the panel to resize it.

12 Repeat all the above steps to create another Statistic Panel.

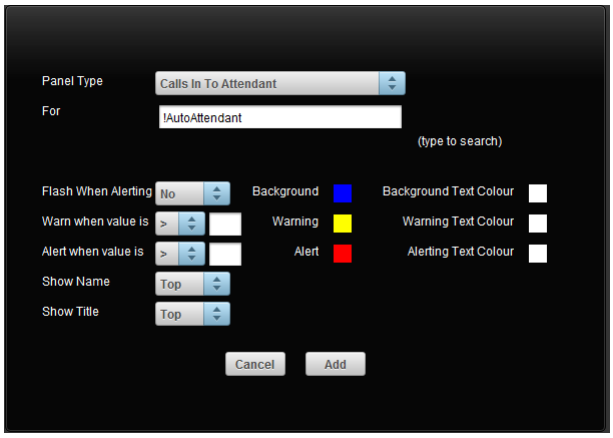
The following Panel Types have been enabled with the ability to create a report on the information displayed. Double click on the panel to display the relevant report.

Todays Incoming Calls
Todays Abandoned Calls
Todays Voicemail Calls
Todays Connected Calls
Percentage Calls Answered
Percentage Calls Abandoned
Busiest User (number of calls)
Busiest User (time on call)

Todays Total Cost
Todays Longest Wait
Todays Average Wait

## Calls In To Attendant panel

When creating a Calls In To Attendant panel the For: field must contain the same path as entered in the Translate To field of the DDI plan entry for the relevant auto attendant or extended attendant.

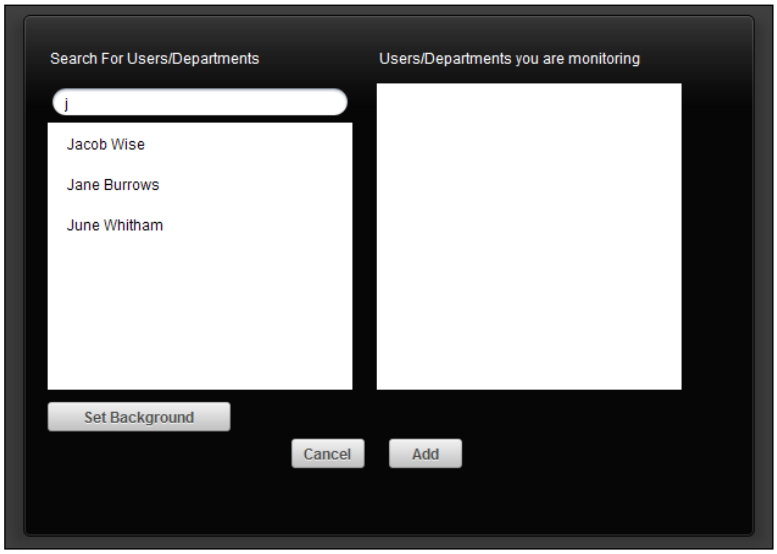



# Status Panel

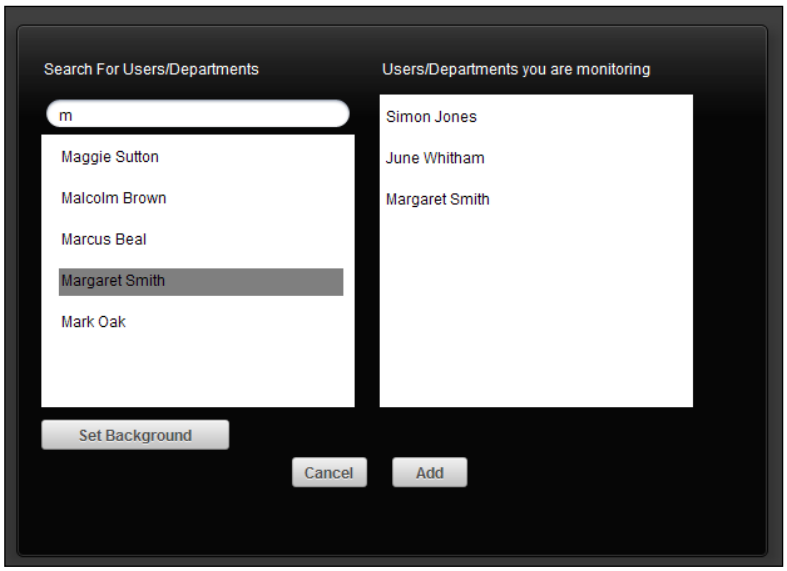
A Status Panel will display BLF information for specific Users and Departments that you add to that Panel.

1 From the Add New Panel screen click on Status Panel and the Search For Users/Departments screen will be displayed

2 In the search box at the top left hand side enter the first few letters of the User or Department you wish to search for and the list below will populate with the entries from the maximiser database matching your search.



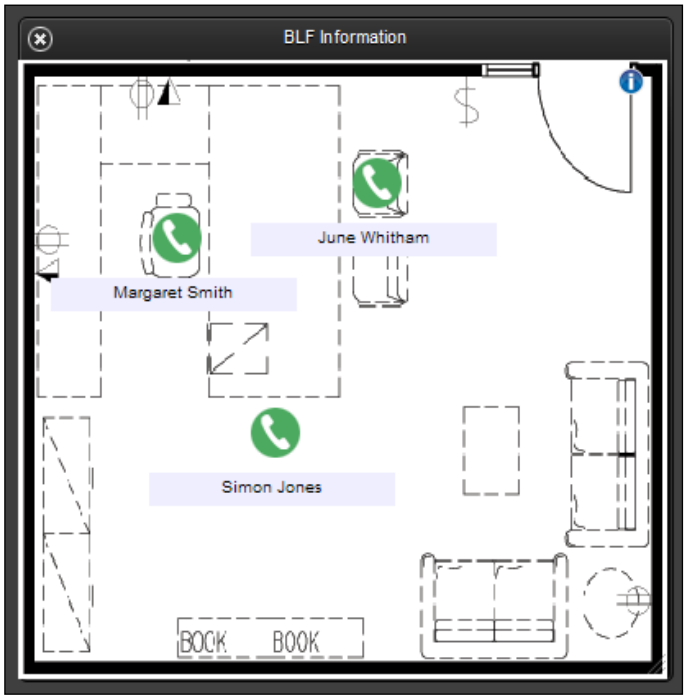

3 Click on the name required and this entry will be added to the "Users/Departments you are monitoring" list on the right hand side.




4 The following options can then be configured if required.

| | |
|---|---|
| Remove an entry | To remove an entry from the "Users/Departments you are monitoring" list, click on the relevant entry within this list and it will disappear |
| Set Background | Click on the Set Background button to access the Wallboard Images (Please refer to your system administrator for further information on the images loaded on your Vision system.) Click on the Wallboard image required or the Close icon to cancel. |

5 Select Add when ready




## BLF Status

The following icons will display the status of the User's or Department's extension

The extension is available

The extension is receiving a call

The extension is currently busy

The User has Do Not Disturb set

## BLF Information

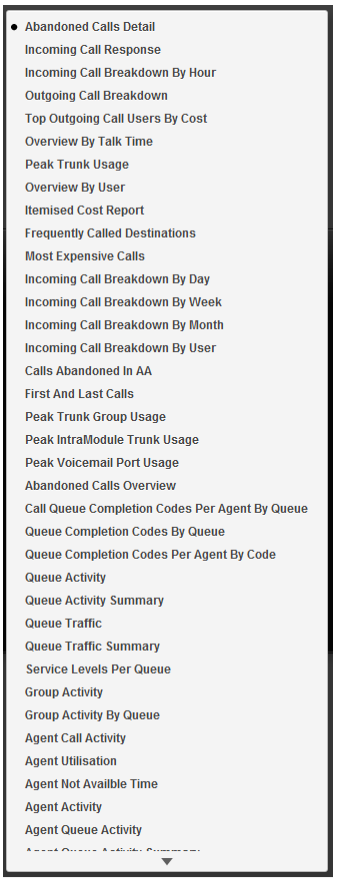
| | |
|---|---|
| On Call To | This will show who the User is currently on a call to – displaying the name of the caller or the person called (if known by the system), the number called or dialled; or whether the user is leaving a message for a colleague or accessing their own voicemail |
| Missed Calls | This will be displayed the number calls that have not been answered by this extension or by voicemail |
| Not Logged In | This User is not logged on to any handset on the system |
| Forwarding to | This will display the type of forwarding set for this User and where the calls have been forwarded to eg Personal Forwarding to 2009 |
| New Messages | This will display the number of new messages that this User has received and not yet listened to |

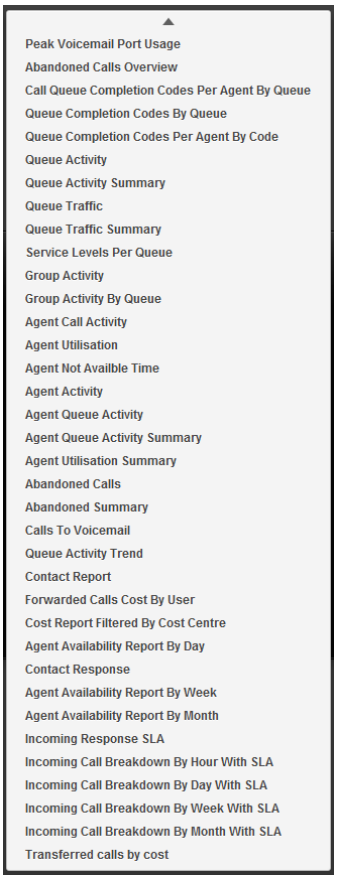
## Report Panel

A Report Panel allows you to have a real time report on specific call information displayed on a wall board. Full details of the reports available are listed in the Reports section from page 15.

1 From the Add New Panel screen select Report Panel, the panel configuration form will be displayed.

2 From the Vision Report list box select one of the following reports





Peak Voicemail Port Usage
Abandoned Calls Overview
Call Queue Completion Codes Per Agent By Queue
Queue Completion Codes By Queue
Queue Completion Codes Per Agent By Code
Queue Activity
Queue Activity Summary
Queue Traffic
Queue Traffic Summary
Service Levels Per Queue
Group Activity
Group Activity By Queue
Agent Call Activity
Agent Utilisation
Agent Not Availble Time
Agent Activity
Agent Queue Activity
Agent Queue Activity Summary
Agent Utilisation Summary
Abandoned Calls
Abandoned Summary
Calls To Voicemail
Queue Activity Trend
Contact Report
Forwarded Calls Cost By User
Cost Report Filtered By Cost Centre
Agent Availability Report By Day
Contact Response
Agent Availability Report By Week
Agent Availability Report By Month
Incoming Response SLA
Incoming Call Breakdown By Hour With SLA
Incoming Call Breakdown By Day With SLA
Incoming Call Breakdown By Week With SLA
Incoming Call Breakdown By Month With SLA
Transferred calls by cost

Full details on these reports are available in the Reports section from page 15. Please note that if you are also given the ability to create a panel based on a Call Centre report your maximiser system is running the Vision Call Centre software. Please refer to the Vision Call Centre Live Wallboards section from page 131 for further details.)

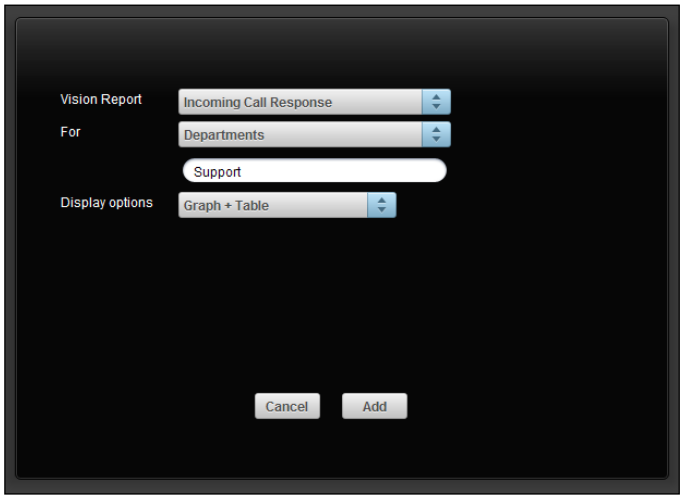
3 From the For list box select the type of entry you wish to report on - Departments, Users or Report Groups

4 Click in the Search box below the For list box.

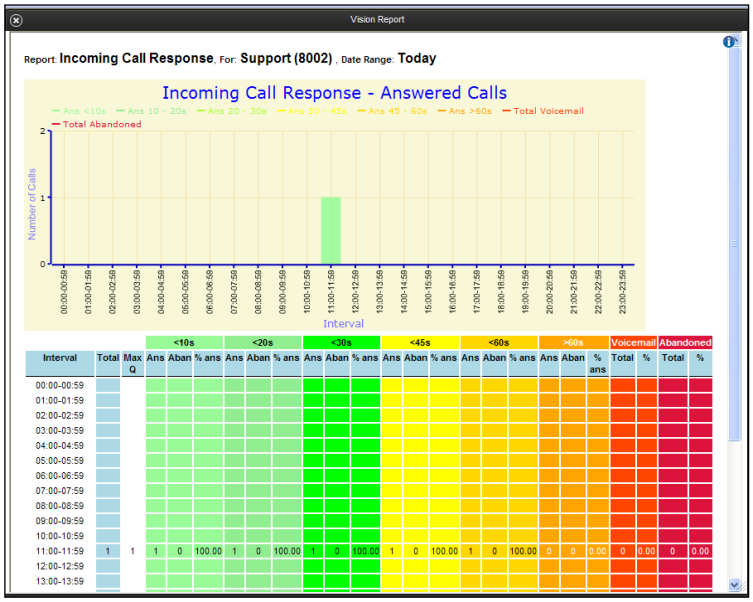
5 Start to type the first few of letters of the User, Department or Report Group you wish to search for. A list of the available options from the maximiser database will be displayed.

6 Click on the User, Department or Report Group required

7 From the Display Options list box select the style of graph required, eg Graph, Table or Graph + Table. Please note that only the options relevant to the report selected will be listed.



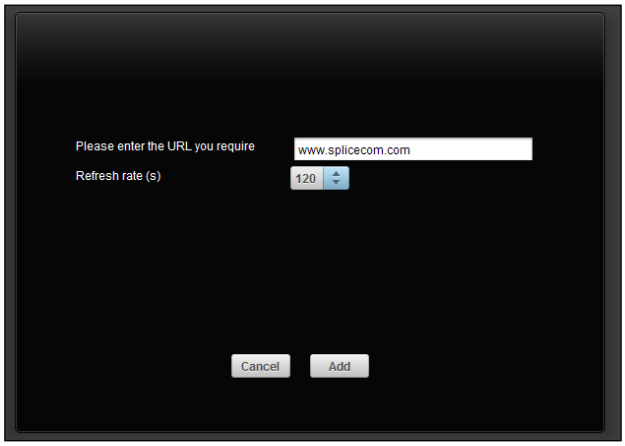

8 Select Add when ready


Vision Report
Report: Incoming Call Response, For: Support (8002), Date Range: Today
Incoming Call Response - Answered Calls
Total Abandoned
Number of Calls
Interval

## Web Panel

The Web Panel allows you to display a web page on a Wallboard. This useful for displaying information available on the company's intranet or, for example, financial information available on an external website

1 From the Add New Panel screen click on Web Panel and the panel configuration form will appear
2 Enter the URL for the web site required
3 From the Refresh rate (s) list box select the frequency that you wish the web page to refresh, eg 120 seconds




4 Select Add when ready

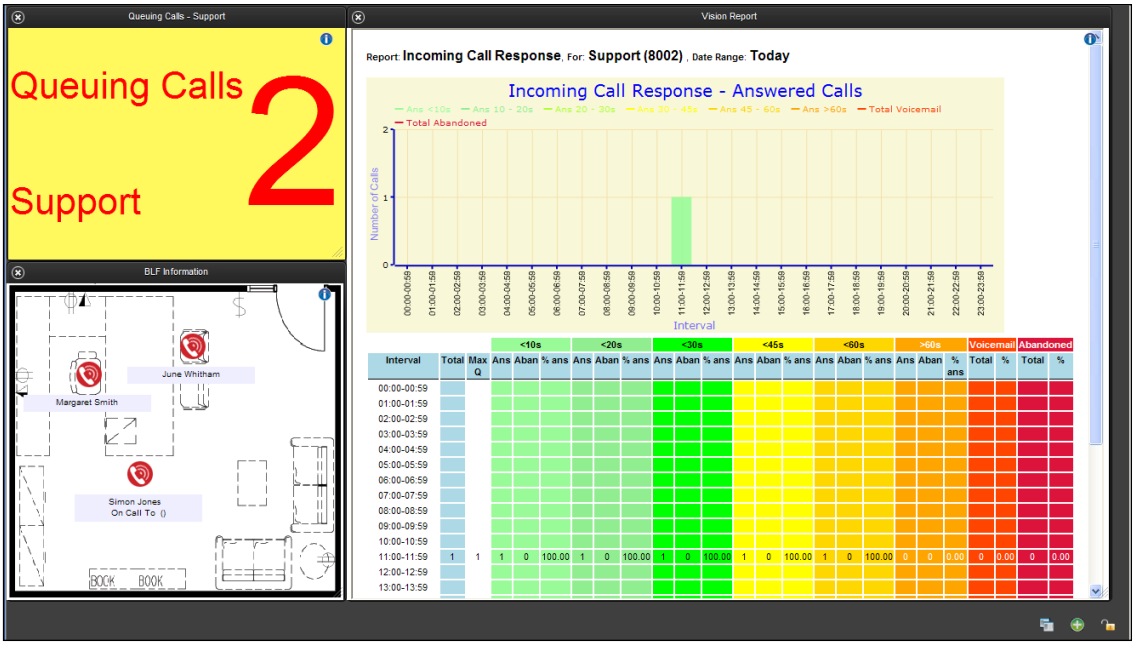
## Edit a Panel

1 Unlock the panel for editing, if necessary, by clicking on the Padlock icon at the bottom right hand corner of the wallboard. (Please note that you will only be able to unlock a wallboard if you are logged in as the Manager that created the wallboard, a Manager account that has Configure Manager rights, or the Administrator.)

2 Click on the Information icon of the relevant panel and the panel configuration form will be displayed.

3 Make the changes required.

4 Click on OK to save the changes or Cancel to discard the changes.




## Delete a Panel

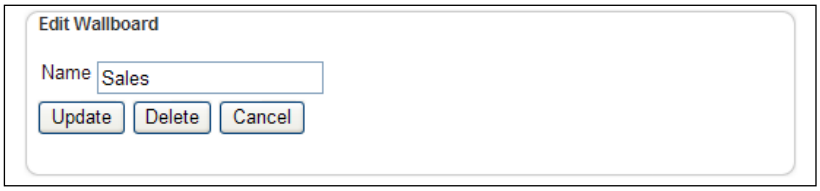
1 Unlock the panel for editing, if necessary, by clicking on the Padlock icon at the bottom right hand corner of the wallboard. (Please note that you will only be able to unlock a wallboard if

you are logged in as the Manager that created the wallboard, a Manager account that has Configure Manager rights, or the Administrator.)

2 Click on the Close icon at the top left hand corner of the panel
3 You will be asked if you are sure you wish to delete the panel
4 Select OK to delete the panel or Cancel if you do not wish to delete the panel

## Change a Wallboard name

1 Open the Vision portal
2 Select the Live Wallboards link
3 Beside the Wallboard name to be amended click on Edit Wallboard
4 Make the changes required




5 Select Update to save the changes, or Cancel to discard the changes

## Delete a Wallboard

1 Open the Vision portal
2 Click on the Live Wallboards link
3 Beside the Wallboard name to be amended click on Edit Wallboard
4 Select Delete
5 You will be returned to the wallboard list and the wallboard will be deleted

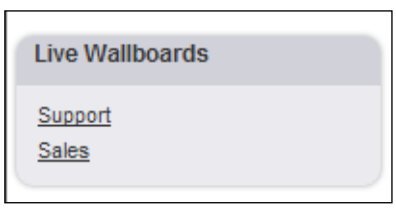
## Viewing a Wallboard

You must have the log in details of a Manager account in order to view a wallboard. If you already have a Manager account in order to use the Vision portal you can use these log in details, otherwise please refer to the system administrator for your log in information.

There are three ways to access and view a wallboard as follows:

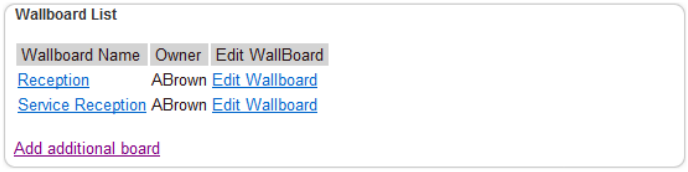
### Via the Vision portal

1 Open the Vision portal (as described in the Vision Portal section from page 5)
2 The list of wallboards that you as a Manager own will be listed at the bottom left hand side of the screen
3 Click on the wallboard required



## Via the Live Wallboards link within the Vision portal

1 Open the Vision portal (as described in the Vision Portal section from page 5)
2 Click on the Live Wallboards link
3 The list of wallboards that you as a Manager own will be listed
4 Click on the Wallboard Name required




## Directly via a web browser

Each wallboard is given a reference number, eg wb=3, which is used to access this particular wallboard. This number is assigned when the wallboard is created; the first wallboard to be created is given a reference of 1 and the next 2 and so on. Please refer to your system administrator for the relevant wallboard number.

On a network PC enter:

http://*ip address of the vision server*/vision/VisionLive/?wb=*wallboard no*

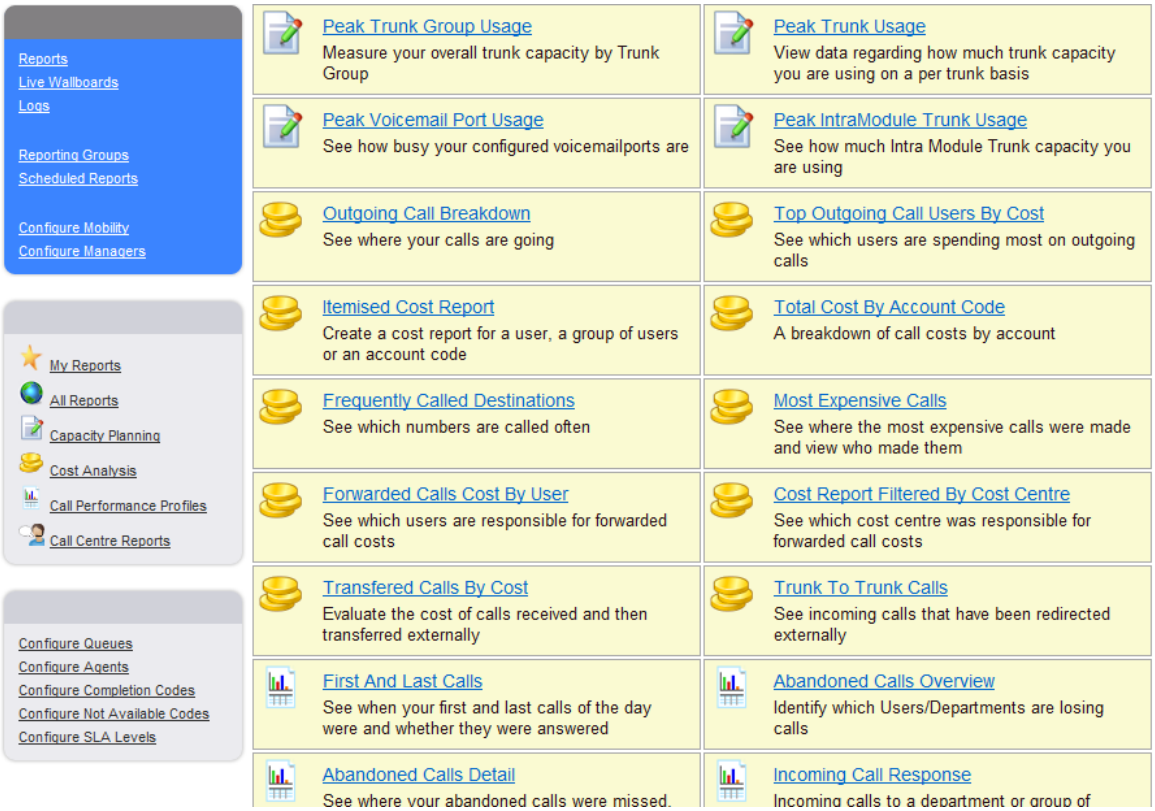
eg http://192.168.0.251/vision/VisionLive/?wb=1

At the log in prompt enter the User Name and Password you have been given. If this Manager account does not own the wallboard it cannot be amended. The padlock icon will not be available.

# Vision Call Centre

If Vision Call Centre has been configured on your maximiser system and you have been given the relevant rights, additional functionality will be available within the Vision portal as described in the following sections.

If the Configure Queues, Configure Agents, Configure Completion Codes, Configure Not Available codes, Configure SLA levels links are displayed under the Main Menu you have been given the rights to configure these features. Please refer to your system administrator for further details.


Reports
Live Wallboards
Logs
Reporting Groups
Scheduled Reports
Configure Mobility
Configure Managers
My Reports
All Reports
Capacity Planning
Cost Analysis
Call Performance Profiles
Call Centre Reports
Configure Queues
Configure Agents
Configure Completion Codes
Configure Not Available Codes
Configure SLA Levels
Peak Trunk Group Usage
Measure your overall trunk capacity by Trunk Group
Peak Trunk Usage
View data regarding how much trunk capacity you are using on a per trunk basis
Peak Voicemail Port Usage
See how busy your configured voicemailports are
Peak IntraModule Trunk Usage
See how much Intra Module Trunk capacity you are using
Outgoing Call Breakdown
See where your calls are going
Top Outgoing Call Users By Cost
See which users are spending most on outgoing calls
Itemised Cost Report
Create a cost report for a user, a group of users or an account code
Total Cost By Account Code
A breakdown of call costs by account
Frequently Called Destinations
See which numbers are called often
Most Expensive Calls
See where the most expensive calls were made and view who made them
Forwarded Calls Cost By User
See which users are responsible for forwarded call costs
Cost Report Filtered By Cost Centre
See which cost centre was responsible for forwarded call costs
Transfered Calls By Cost
Evaluate the cost of calls received and then transferred externally
Trunk To Trunk Calls
See incoming calls that have been redirected externally
First And Last Calls
See when your first and last calls of the day were and whether they were answered
Abandoned Calls Overview
Identify which Users/Departments are losing calls
Abandoned Calls Detail
See where your abandoned calls were missed.
Incoming Call Response
Incoming calls to a department or group of

# Vision Call Centre Reports

Call Queue Completion Codes Per Agent By Queue
See a breakdown of which completion codes an agent used and which queues they used them for
Queue Completion Codes By Queue
See which completion codes were used for different queues
Queue Completion Codes Per Agent By Code
See which completion codes were used
Queue Activity
A breakdown of calls to queues and the time taken to handle them
Queue Activity Summary
A summary of calls to queues and the time taken to handle them
Queue Activity Trend
Display the number of tasks that are allocated over a time period to identify call trends
Queue Traffic
Display a breakdown of all call details for queues including abandoned calls
Queue Traffic Summary
Display a summary of all call details for queues including abandoned calls
Service Levels Per Queue
See how many calls were allocated and completed within service level targets.
Group Activity
See details of calls handled by a group of agents
Group Activity By Queue
See details of calls handled by a group of agents broken down by queue
Agent Call Activity
Shows details of all calls assigned to an Agent per Agent
Agent Utilisation
A breakdown of time in states divided into logged in periods
Agent Utilisation Summary
A summary of duration agents have spent in particular states
Agent Not Availble Time
An agent breakdown of time spent in a not available state
Agent Activity
Shows a summary of calls assigned to an Agent
Agent Queue Activity
A breakdown of calls assigned to an agent broken down by which queues they were for
Agent Queue Activity Summary
A summary of calls assigned to an agent broken down by which queues they were for
Abandoned Calls
A breakdown of abandoned calls to a queue
Abandoned Summary
A summary of abandoned calls to a queue
Calls To Voicemail
A breakdown of calls to a queue that went to voicemail
Agent Availability Report By Day
Compare and analyse breakdown of how agents spent their day
Agent Availability Report By Week
Compare and analyse breakdown of how agents spent their time over a week
Agent Availability Report By Month
Compare and analyse breakdown of how agents spent their time over a month
Contact Response
Identify inbound call response performance for a particular inbound caller
Incoming Response SLA
A summary of incoming calls to a queue and how effectively they were answered or abandoned against configurable SLA timebands
Incoming Call Breakdown By Hour With SLA
See overall incoming call traffic for a given period
Incoming Call Breakdown By Day With SLA
See how incoming call traffic varies on a day by day basis with SLA
Incoming Call Breakdown By Week With SLA
See how incoming call traffic varies on a week by week basis with SLA
Incoming Call Breakdown By Month With SLA
See how incoming call traffic varies on a month by month basis with SLA
Outgoing Completion Codes By Queue
See completion codes for outgoing calls sorted by queue
Outgoing Completion Codes By Agent
See completion codes for outgoing calls sorted by agent

Vision Call Centre Reports are graphical, in full colour, and are designed to highlight trends and assist in analysis, rather than simply providing a huge amount of data, which must then be processed and analysed using other tools such as spreadsheets. Available to anyone with the appropriate access rights, anywhere via a standard web browser, Vision Call Centre Reports are "management ready" and can be printed off if required.

The Call Centre reports will be available within the Vision portal if your Manager account has been given Manage as Queue and Manage as Agent rights. (Please refer to your system administrator for further details.)

To aid the decision-making process, this section provides a description of each report, detailing the exact definition of all the terms using within the reports. This significantly aids administrators and managers in understanding how each Agent, Queue and the Call Centre as a whole is performing, and therefore assists in making the correct decisions to further improve the overall Call Centre performance.

Each of the standard Vision Call Centre Reports can be run over a range of dates (the Report Period). The options for the Report Period are:

- Today
- Yesterday
- This Week
- This Month
- This Year
- Last Week
- Last Month
- 7 Days
- 30 Days
- 60 Days
- 90 Days
- Custom (allows any Start Date and End Date to be defined)

A specific time period during the day can also be specified, with a start and end time in 24 hour format.

Key reports can be scheduled by time and date and delivered to individuals or groups by email and you can build your own reporting groups. Each report can be printed or exported in a CSV format.

# Call Queue Completion Codes Per Agent By Queue

## Call Centre Report Description

Shows a breakdown of which completion codes an agent used and which queues they were used for.

**Call Queue Completion Codes Per Agent By Queue**
**For: All Queues**
**Dates: Last 90 Days**
**Time Filter: between '00:00' AND '23:59'**

**Adam Houston**
**Support**

| Code Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|
| Gone Fishing | 1 | 00:00:06 | 00:00:06 | 00:00:06 |
| | 1 | 00:00:03 | 00:00:06 | 00:00:06 |

**Bob Geddes**
**Support**

| Code Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|
| Enquiry | 1 | 00:03:46 | 00:03:46 | 00:03:46 |
| Gone Fishing | 12 | 00:01:43 | 00:05:16 | 00:20:37 |
| Merry Christmas | 5 | 00:03:03 | 00:07:24 | 00:15:13 |
| | 18 | 00:02:08 | 00:07:24 | 00:39:36 |

**Charles Huggett**
**Support**

| Code Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|
| Enquiry | 4 | 00:03:09 | 00:10:14 | 00:12:36 |
| Existing Issue | 5 | 00:06:14 | 00:12:56 | 00:31:12 |
| Gone Fishing | 31 | 00:08:30 | 01:02:34 | 04:23:21 |
| Merry Christmas | 29 | 00:07:37 | 00:29:48 | 03:40:55 |
| | 69 | 00:05:06 | 01:02:34 | 08:48:04 |

**Paul Southwell**
**Support**

| Code Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|
| Enquiry | 13 | 00:03:51 | 00:07:02 | 00:50:01 |
| Existing Issue | 10 | 00:04:12 | 00:07:47 | 00:41:55 |
| Gone Fishing | 11 | 00:02:18 | 00:09:09 | 00:25:13 |
| Merry Christmas | 11 | 00:04:03 | 00:19:52 | 00:44:38 |
| New Issue | 5 | 00:05:13 | 00:18:09 | 00:26:03 |
| | 50 | 00:03:16 | 00:19:52 | 03:07:50 |

**Rakesh Patel**
**Support**

| Code Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|
| Enquiry | 2 | 00:09:25 | 00:13:42 | 00:18:50 |
| Gone Fishing | 6 | 00:02:33 | 00:06:51 | 00:15:18 |
| | 8 | 00:05:59 | 00:13:42 | 00:34:08 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Code Name | The Completion Code that the Agent selected when they completed this call |
| Total Handled | The total number of calls in this Queue that were completed with this Completion Code |
| Average Handle Time | The average time that it takes for an Agent to complete a call that resulted in this Completion Code |
| Maximum Handle Time | The longest time that it took for an Agent to complete a call resulted in this Completion Code |

| | |
|---|---|
| Total Connected Time | The total time that Agents have spent on calls resulting in this Completion Code |

### Drill Down Report

No drill down facility is available for this report.

## Queue Completion Codes By Queue

### Call Centre Report Description

Shows which completion codes were used for different queues.

**Queue Completion Codes By Queue**
**For: All Queues**
**Dates: Last 90 Days**
**Time Filter: between '00:00' AND '23:59'**

**Support**

| Code Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|
| Enquiry | 20 | 00:04:16 | 00:13:42 | 01:25:14 |
| Merry Christmas | 45 | 00:06:14 | 00:29:48 | 04:40:46 |
| Existing Issue | 15 | 00:04:52 | 00:12:56 | 01:13:07 |
| Gone Fishing | 61 | 00:05:19 | 01:02:34 | 05:24:34 |
| New Issue | 5 | 00:05:13 | 00:18:09 | 00:26:03 |
| | 146 | 00:05:10 | 01:02:34 | 13:09:44 |

### Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

### Report Columns

| | |
|---|---|
| Code Name | The Completion Code that the Agent selected when they completed this call |
| Total Handled | The total number of calls in this Queue that were completed with this Completion Code |
| Average Handle Time | The average time that it takes for an Agent to complete a call that resulted in this Completion Code |
| Maximum Handle Time | The longest time that it took for an Agent to complete a call resulted in this Completion Code |
| Total Connected Time | The total time that Agents have spent on calls resulting in this Completion Code |

### Drill Down Report

No drill down facility is available for this report.

# Queue Completion Codes Per Agent By Code

## Call Centre Report Description

Shows which completion codes were used.

**Queue Completion Codes Per User By Code**
**For: All Agents**
**Dates: Last 90 Days**
**Time Filter: between '00:00' AND '23:59'**

**Charles Huggett**

| Code Name | Queue Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|---|
| Enquiry | Support | 4 | 00:03:09 | 00:10:14 | 00:12:36 |
| Existing Issue | Support | 5 | 00:06:14 | 00:12:56 | 00:31:12 |
| Gone Fishing | Support | 31 | 00:08:30 | 01:02:34 | 04:23:21 |
| Merry Christmas | Support | 29 | 00:07:37 | 00:29:48 | 03:40:55 |
| | | 69 | 00:05:06 | 01:02:34 | 08:48:04 |

**Paul Southwell**

| Code Name | Queue Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|---|
| Enquiry | Support | 13 | 00:03:51 | 00:07:02 | 00:50:01 |
| Existing Issue | Support | 10 | 00:04:12 | 00:07:47 | 00:41:55 |
| Gone Fishing | Support | 11 | 00:02:18 | 00:09:09 | 00:25:13 |
| Merry Christmas | Support | 11 | 00:04:03 | 00:19:52 | 00:44:38 |
| New Issue | Support | 5 | 00:05:13 | 00:18:09 | 00:26:03 |
| | | 50 | 00:03:16 | 00:19:52 | 03:07:50 |

**Rakesh Patel**

| Code Name | Queue Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|---|
| Enquiry | Support | 2 | 00:09:25 | 00:13:42 | 00:18:50 |
| Gone Fishing | Support | 6 | 00:02:33 | 00:06:51 | 00:15:18 |
| | | 8 | 00:05:59 | 00:13:42 | 00:34:08 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Code Name | The Completion Code that the Agent selected when they completed this call |
| Queue Name | The name of the Queue that the calls resulting in this Completion Code were sent to |
| Total Handled | The total number of calls in this Queue that were completed with this Completion Code |
| Average Handle Time | The average time that it takes for an Agent to complete a call that resulted in this Completion Code |
| Maximum Handle Time | The longest time that it took for an Agent to complete a call resulted in this Completion Code |
| Total Connected Time | The total time that Agents have spent on calls resulting in this Completion Code |

## Drill Down Report

No drill down facility is available for this report.

# Queue Activity

## Call Centre Report Description

Breaks down calls into queues and the time taken to answer them.

**Queue Activity**
**For: All Queues**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 48 | 26 | 00:00:37 | 00:02:53 |
| | 48 | 26 | 00:00:18 | 00:01:26 |

**2010-01-12**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 41 | 26 | 00:00:48 | 00:03:34 |
| | 41 | 26 | 00:00:24 | 00:01:47 |

**2010-01-13**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 45 | 36 | 00:00:30 | 00:02:54 |
| | 45 | 36 | 00:00:15 | 00:01:27 |

**2010-01-14**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 30 | 19 | 00:00:37 | 00:01:56 |
| | 30 | 19 | 00:00:37 | 00:01:56 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Queue Name | The name of the Queue where the call was initially presented |
| Number Of Calls | The total number of calls presented to the Queue |
| Total Handled | The total number of calls presented to the Queue that were then answered by an Agent |
| Average Ring Time | The average time taken for a call presented to this Queue took to be answered by an Agent |
| Average Connect Time | The average time taken for a call presented to this Queue took to be completed by an Agent |

## Drill Down Report

No drill down facility is available for this report.

# Queue Activity Summary

## Call Centre Report Description

A summary of calls for queues and the time taken to handle them.

**Queue Activity Summary**
**For: All Queues**
**Dates: Last 90 Days**
**Time Filter: between '00:00' AND '23:59'**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 1760 | 1169 | 00:00:29 | 00:02:59 |
| | 1760 | 1169 | 00:00:29 | 00:02:59 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Queue Name | The name of the Queue where the call was initially presented |
| Number Of Calls | The total number of calls presented to the Queue |
| Total Handled | The total number of calls presented to the Queue that were then answered by an Agent |
| Average Ring Time | The average time that a call presented to this Queue took to be answered by an Agent |
| Average Connect Time | The average time that a call presented to this Queue took to be completed by an Agent |

## Drill Down Report

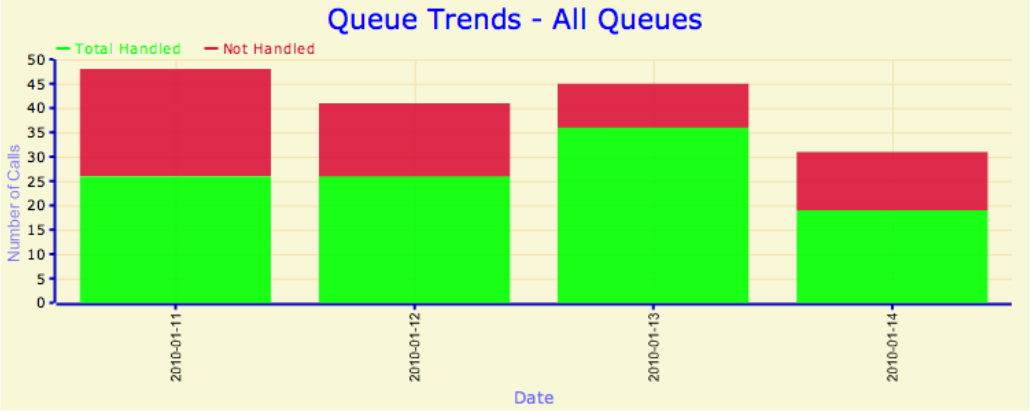
No drill down facility is available for this report.

# Queue Activity Trend

## Call Centre Report Description

Shows the number of tasks that are allocated over a time period to identify call trends.

**Queue Activity Trend**
**For: All Queues**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**




| Date | Number of Calls | Not Handled | Total Handled |
|---|---|---|---|
| 2010-01-11 | 48 | 22 | 26 |
| 2010-01-12 | 41 | 15 | 26 |
| 2010-01-13 | 45 | 9 | 36 |
| 2010-01-14 | 30 | 12 | 19 |
| | 164 | 58 | 107 |

### Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

### Report Columns

| | |
|---|---|
| Date | Date in yyyy-mm-dd format |
| Number Of Calls | The total number of calls presented to the Queue |
| Not Handled | The total number of calls presented to the Queue that were not answered by an Agent |
| Total Handled | The total number of calls presented to the Queue that were then answered by an Agent |

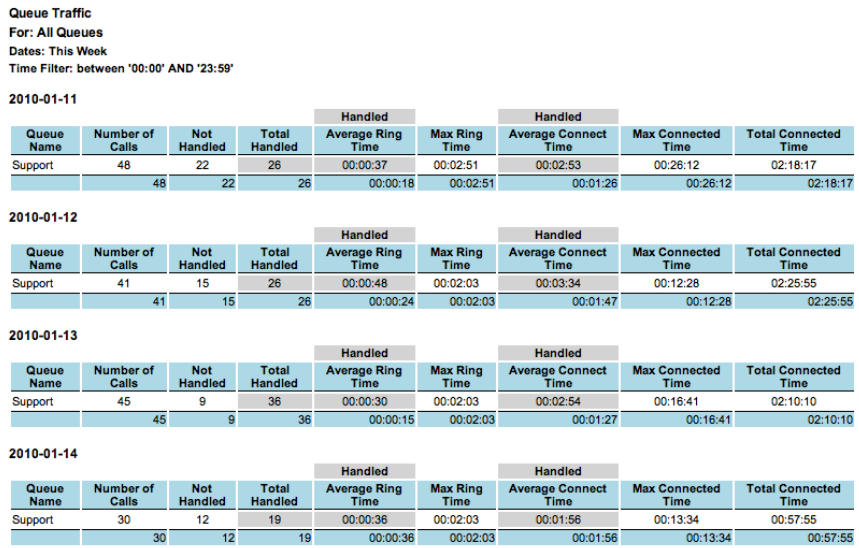
### Drill Down Report

No drill down facility is available for this report.

# Queue Traffic

## Call Centre Report Description

Shows a break down of all call details for queues, including abandoned calls.



**Queue Traffic**
**For: All Queues**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

| Queue Name | Number of Calls | Not Handled | Total Handled | Handled Average Ring Time | Max Ring Time | Handled Average Connect Time | Max Connected Time | Total Connected Time |
|---|---|---|---|---|---|---|---|---|
| Support | 48 | 22 | 26 | 00:00:37 | 00:02:51 | 00:02:53 | 00:26:12 | 02:18:17 |
| | 48 | 22 | 26 | 00:00:18 | 00:02:51 | 00:01:26 | 00:26:12 | 02:18:17 |

**2010-01-12**

| Queue Name | Number of Calls | Not Handled | Total Handled | Handled Average Ring Time | Max Ring Time | Handled Average Connect Time | Max Connected Time | Total Connected Time |
|---|---|---|---|---|---|---|---|---|
| Support | 41 | 15 | 26 | 00:00:48 | 00:02:03 | 00:03:34 | 00:12:28 | 02:25:55 |
| | 41 | 15 | 26 | 00:00:24 | 00:02:03 | 00:01:47 | 00:12:28 | 02:25:55 |

**2010-01-13**

| Queue Name | Number of Calls | Not Handled | Total Handled | Handled Average Ring Time | Max Ring Time | Handled Average Connect Time | Max Connected Time | Total Connected Time |
|---|---|---|---|---|---|---|---|---|
| Support | 45 | 9 | 36 | 00:00:30 | 00:02:03 | 00:02:54 | 00:16:41 | 02:10:10 |
| | 45 | 9 | 36 | 00:00:15 | 00:02:03 | 00:01:27 | 00:16:41 | 02:10:10 |

**2010-01-14**

| Queue Name | Number of Calls | Not Handled | Total Handled | Handled Average Ring Time | Max Ring Time | Handled Average Connect Time | Max Connected Time | Total Connected Time |
|---|---|---|---|---|---|---|---|---|
| Support | 30 | 12 | 19 | 00:00:36 | 00:02:03 | 00:01:56 | 00:13:34 | 00:57:55 |
| | 30 | 12 | 19 | 00:00:36 | 00:02:03 | 00:01:56 | 00:13:34 | 00:57:55 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Queue Name | The name of the Queue where the call was initially presented |
| Number Of Calls | The total number of calls presented to the Queue |
| Not Handled | The total number of calls presented to the Queue that were not answered by an Agent |
| Total Handled | The total number of calls presented to the Queue that were then answered by an Agent |
| Average Ring Time | The average time that a call presented to this Queue took to be answered by an Agent |
| Maximum Ring Time | The maximum time that a call presented to this Queue took to be answered by an Agent |
| Average Connected Time | The average time that a call presented to this Queue took to be completed by an Agent |
| Maximum Connected Time | The maximum time that a call presented to this Queue took to be completed by an Agent |
| Total Connected Time | The total time for all call presented to this Queue to be completed by an Agent |

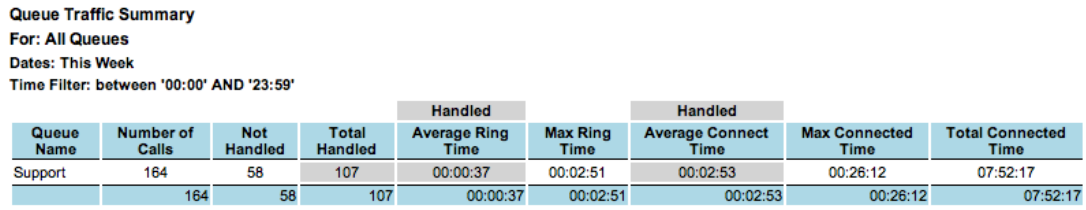
## Drill Down Report

No drill down facility is available for this report.

# Queue Traffic Summary

## Call Centre Report Description

Shows a summary of all call details for queues, including abandoned calls.



**Queue Traffic Summary**
**For: All Queues**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

| | | | | Handled | | Handled | | |
|---|---|---|---|---|---|---|---|---|
| Queue Name | Number of Calls | Not Handled | Total Handled | Average Ring Time | Max Ring Time | Average Connect Time | Max Connected Time | Total Connected Time |
| Support | 164 | 58 | 107 | 00:00:37 | 00:02:51 | 00:02:53 | 00:26:12 | 07:52:17 |
| | 164 | 58 | 107 | 00:00:37 | 00:02:51 | 00:02:53 | 00:26:12 | 07:52:17 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Queue Name | The name of the Queue where the call was initially presented |
| Number Of Calls | The total number of calls presented to the Queue |
| Not Handled | The total number of calls presented to the Queue that were not answered by an Agent |
| Total Handled | The total number of calls presented to the Queue that were then answered by an Agent |
| Average Ring Time | The average time that a call presented to this Queue took to be answered by an Agent |
| Maximum Ring Time | The maximum time that a call presented to this Queue took to be answered by an Agent |
| Average Connected Time | The average time that a call presented to this Queue took to be completed by an Agent |
| Maximum Connected Time | The maximum time that a call presented to this Queue took to be completed by an Agent |
| Total Connected Time | The total time for all call presented to this Queue to be completed by an Agent |

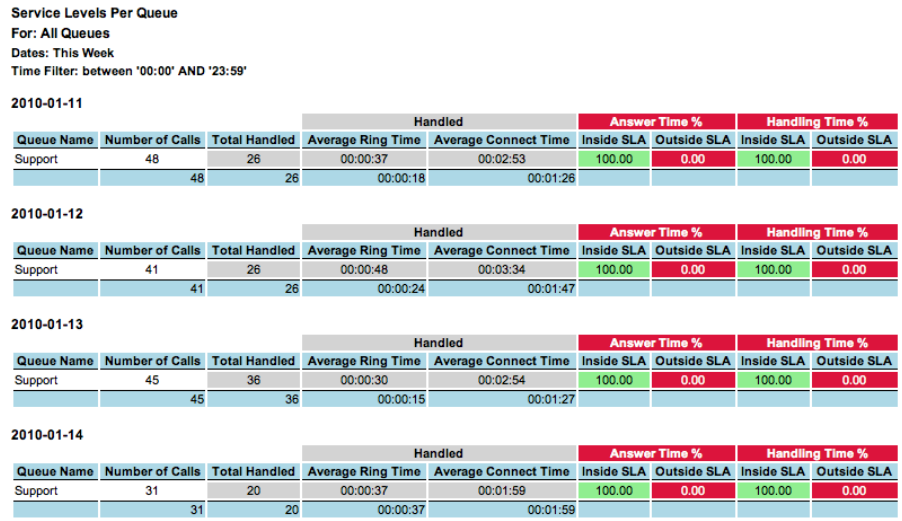
## Drill Down Report

No drill down facility is available for this report.

# Service Levels Per Queue

## Call Centre Report Description

Shows how many calls were allocated and completed within Service Level Targets.



**Service Levels Per Queue**
**For: All Queues**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

| | | Handled | | | Answer Time % | | Handling Time % | |
|---|---|---|---|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time | Inside SLA | Outside SLA | Inside SLA | Outside SLA |
| Support | 48 | 26 | 00:00:37 | 00:02:53 | 100.00 | 0.00 | 100.00 | 0.00 |
| | 48 | 26 | 00:00:18 | 00:01:26 | | | | |

**2010-01-12**

| | | Handled | | | Answer Time % | | Handling Time % | |
|---|---|---|---|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time | Inside SLA | Outside SLA | Inside SLA | Outside SLA |
| Support | 41 | 26 | 00:00:48 | 00:03:34 | 100.00 | 0.00 | 100.00 | 0.00 |
| | 41 | 26 | 00:00:24 | 00:01:47 | | | | |

**2010-01-13**

| | | Handled | | | Answer Time % | | Handling Time % | |
|---|---|---|---|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time | Inside SLA | Outside SLA | Inside SLA | Outside SLA |
| Support | 45 | 36 | 00:00:30 | 00:02:54 | 100.00 | 0.00 | 100.00 | 0.00 |
| | 45 | 36 | 00:00:15 | 00:01:27 | | | | |

**2010-01-14**

| | | Handled | | | Answer Time % | | Handling Time % | |
|---|---|---|---|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time | Inside SLA | Outside SLA | Inside SLA | Outside SLA |
| Support | 31 | 20 | 00:00:37 | 00:01:59 | 100.00 | 0.00 | 100.00 | 0.00 |
| | 31 | 20 | 00:00:37 | 00:01:59 | | | | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Queue Name | The name of the Queue where the call was initially presented |
| Number Of Calls | The total number of calls presented to the Queue |
| Total Handled | The total number of calls presented to the Queue that were then answered by an Agent |
| Average Ring Time | The average time that a call presented to this Queue took to be answered by an Agent |
| Average Connected Time | The average time that a call presented to this Queue took to be completed by an Agent |
| Answer Time % Inside SLA | The percentage of calls that were answered inside the pre-defined target answer time (in seconds) |
| Answer Time % Outside SLA | The percentage of calls that were answered outside the pre-defined target answer time (in seconds) |
| Handling Time % Inside SLA | The percentage of calls that were completed inside the pre-defined target handle time (in seconds) |
| Handling Time % Outside SLA | The percentage of calls that were completed outside the pre-defined target handle time (in seconds) |

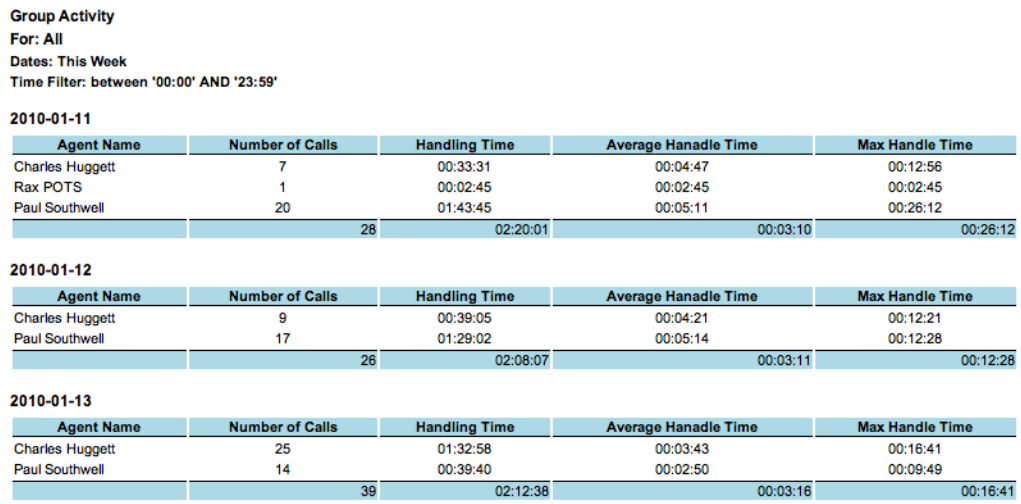
## Drill Down Report

No drill down facility is available for this report.

# Group Activity

## Call Centre Report Description

Shows details of calls handled by all Agents or by a group of Agents as specified by a Reporting Group.



**Group Activity**
**For: All**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

| Agent Name | Number of Calls | Handling Time | Average Hanadle Time | Max Handle Time |
|---|---|---|---|---|
| Charles Huggett | 7 | 00:33:31 | 00:04:47 | 00:12:56 |
| Rax POTS | 1 | 00:02:45 | 00:02:45 | 00:02:45 |
| Paul Southwell | 20 | 01:43:45 | 00:05:11 | 00:26:12 |
| | 28 | 02:20:01 | 00:03:10 | 00:26:12 |

**2010-01-12**

| Agent Name | Number of Calls | Handling Time | Average Hanadle Time | Max Handle Time |
|---|---|---|---|---|
| Charles Huggett | 9 | 00:39:05 | 00:04:21 | 00:12:21 |
| Paul Southwell | 17 | 01:29:02 | 00:05:14 | 00:12:28 |
| | 26 | 02:08:07 | 00:03:11 | 00:12:28 |

**2010-01-13**

| Agent Name | Number of Calls | Handling Time | Average Hanadle Time | Max Handle Time |
|---|---|---|---|---|
| Charles Huggett | 25 | 01:32:58 | 00:03:43 | 00:16:41 |
| Paul Southwell | 14 | 00:39:40 | 00:02:50 | 00:09:49 |
| | 39 | 02:12:38 | 00:03:16 | 00:16:41 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Agent Name | Name of the Agent handling the inbound calls to the Queue |
| Number Of Calls | Number of calls to that Queue that the Agent handled |
| Handling Time | The total time that the Agent spent handling calls |
| Average Handle Time | The average time that the Agent spent handling each call |
| Maximum Handle Time | The longest time that the Agent spent handling a single call |

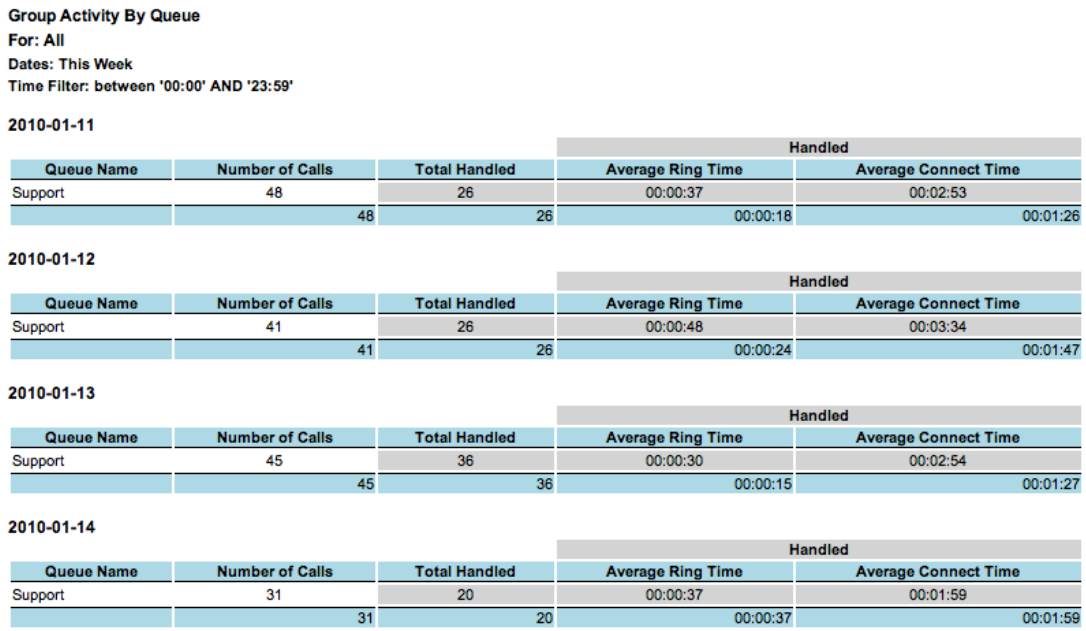
## Drill Down Report

No drill down facility is available for this report.

# Group Activity By Queue

## Call Centre Report Description

Shows details of calls handled by a group of agents broken down into queues.



**Group Activity By Queue**
**For: All**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 48 | 26 | 00:00:37 | 00:02:53 |
| | 48 | 26 | 00:00:18 | 00:01:26 |

**2010-01-12**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 41 | 26 | 00:00:48 | 00:03:34 |
| | 41 | 26 | 00:00:24 | 00:01:47 |

**2010-01-13**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 45 | 36 | 00:00:30 | 00:02:54 |
| | 45 | 36 | 00:00:15 | 00:01:27 |

**2010-01-14**

| | | | Handled | |
|---|---|---|---|---|
| Queue Name | Number of Calls | Total Handled | Average Ring Time | Average Connect Time |
| Support | 31 | 20 | 00:00:37 | 00:01:59 |
| | 31 | 20 | 00:00:37 | 00:01:59 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Queue Name | The name of the Queue where the call was initially presented |
| Number Of Calls | The total number of calls presented to the Queue |
| Total Handled | The total number of calls presented to the Queue that were then answered by an Agent |
| Average Ring Time | The average time that a call presented to this Queue took to be answered by an Agent |
| Average Connected Time | The average time that a call presented to this Queue took to be completed by an Agent |

## Drill Down Report

No drill down facility is available for this report.

# Agent Call Activity

## Call Centre Report Description

Shows all calls assigned to an Agent.

**Agent Call Activity**
**For: All Agents**
**Dates: Yesterday**
**Time Filter: between '00:00' AND '23:59'**

**Charles Huggett**

| Date | Start | End | Duration | Queue Name | Caller Details | Code Name |
|---|---|---|---|---|---|---|
| 2010-01-13 | 09:05:03 | 09:19:06 | 00:14:03 | Support | (PRIVATE) | |
| 2010-01-13 | 09:28:26 | 09:36:12 | 00:07:46 | Support | 07966683337 (Don Orford) | |
| 2010-01-13 | 09:56:20 | 09:57:16 | 00:00:56 | Support | 01483472089 (Guildford) | |
| 2010-01-13 | 10:53:25 | 10:55:42 | 00:02:17 | Support | 01612142020 (Network Connect Ltd) | |
| 2010-01-13 | 11:14:16 | 11:15:42 | 00:01:26 | Support | 08713210101 (How Much) | |
| 2010-01-13 | 13:31:03 | 13:33:07 | 00:02:04 | Support | 01189184668 (IP Integration) | |
| 2010-01-13 | 13:34:42 | 13:35:26 | 00:00:44 | Support | 07917396762 (Stuart Tutton) | |
| 2010-01-13 | 13:35:47 | 13:44:33 | 00:08:46 | Support | 07917396762 (Stuart Tutton) | |
| 2010-01-13 | 13:49:43 | 13:55:53 | 00:06:10 | Support | 01483531925 (Guildford) | |
| 2010-01-13 | 13:56:37 | 13:56:44 | 00:00:07 | Support | 07970508118 (David.) | |
| 2010-01-13 | 13:57:10 | 14:01:37 | 00:04:27 | Support | 07970508118 (David.) | |
| 2010-01-13 | 14:18:31 | 14:19:38 | 00:01:07 | Support | 01293434800 (Newdigate) | |
| 2010-01-13 | 14:35:09 | 14:39:42 | 00:04:33 | Support | 07970508118 (David.) | |
| 2010-01-13 | 14:44:05 | 14:48:32 | 00:04:27 | Support | 07970508118 (David.) | |
| 2010-01-13 | 15:08:20 | 15:08:28 | 00:00:08 | Support | (PRIVATE) | |
| 2010-01-13 | 15:09:06 | 15:09:14 | 00:00:08 | Support | (PRIVATE) | |
| 2010-01-13 | 15:09:45 | 15:09:58 | 00:00:13 | Support | (PRIVATE) | |
| 2010-01-13 | 15:11:48 | 15:13:03 | 00:01:15 | Support | 07970508118 (David.) | |
| 2010-01-13 | 15:20:25 | 15:25:07 | 00:04:42 | Support | (PRIVATE) | |
| 2010-01-13 | 15:27:03 | 15:27:13 | 00:00:10 | Support | 07970508118 (David.) | |
| 2010-01-13 | 15:35:06 | 15:38:56 | 00:03:50 | Support | 07967736162 () | |
| 2010-01-13 | 15:54:54 | 16:11:35 | 00:16:41 | Support | (UNAVAILABLE) | |
| 2010-01-13 | 16:37:32 | 16:43:02 | 00:05:30 | Support | 07850516921 () | |
| | | | 01:31:30 | | | 0 |

**Paul Southwell**

| Date | Start | End | Duration | Queue Name | Caller Details | Code Name |
|---|---|---|---|---|---|---|
| 2010-01-13 | 14:11:56 | 14:13:17 | 00:01:21 | | | |
| 2010-01-13 | 10:15:47 | 10:18:57 | 00:03:10 | Support | 01527881846 (Adam Trilloe) | |
| 2010-01-13 | 10:45:50 | 10:55:39 | 00:09:49 | Support | (UNAVAILABLE) | |
| 2010-01-13 | 11:00:33 | 11:05:24 | 00:04:51 | Support | 01489554162 (Carlo Arturi) | |
| 2010-01-13 | 12:20:49 | 12:21:05 | 00:00:16 | Support | 07917102874 (Mark Hill.) | |
| 2010-01-13 | 12:21:13 | 12:24:49 | 00:03:36 | Support | 07917102874 (Mark Hill.) | |
| 2010-01-13 | 12:46:58 | 12:49:59 | 00:03:01 | Support | (PRIVATE) | |
| 2010-01-13 | 14:17:30 | 14:17:53 | 00:00:23 | Support | 07974455546 (Aron Hopkins) | |
| 2010-01-13 | 15:20:10 | 15:24:45 | 00:04:35 | Support | (UNAVAILABLE) | |
| 2010-01-13 | 15:26:30 | 15:26:44 | 00:00:14 | Support | 07970508118 (David.) | |
| 2010-01-13 | 15:27:35 | 15:27:47 | 00:00:12 | Support | 07970508118 (David.) | |
| 2010-01-13 | 15:35:54 | 15:36:51 | 00:00:57 | Support | 07875878624 (Jon Rooney) | |
| 2010-01-13 | 15:48:11 | 15:53:24 | 00:05:13 | Support | (PRIVATE) | |
| 2010-01-13 | 17:17:27 | 17:19:29 | 00:02:02 | Support | (UNAVAILABLE) | |
| | | | 00:39:40 | | | 0 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

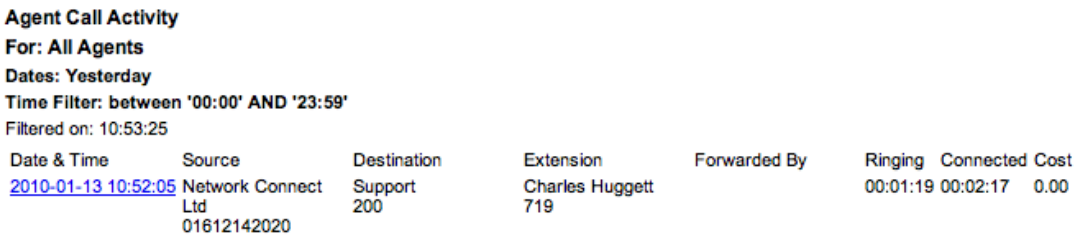
## Report Columns

| | |
|---|---|
| Date | Date in yyyy-mm-dd format |
| Start | The time at which the call was answered by the Agent |
| End | The time at which the Agent completed the call |
| Duration | The total time taken for the call |
| Queue Name | The name of the Queue where the call was initially presented |

| | |
|---|---|
| Caller Details | Callers number (if presented) and name (if entered on maximiser) |
| Code Name | The Completion Code that the Agent selected when they completed this call |

## Drill Down Report

Drill down on this report provides further information on individual calls.



**Agent Call Activity**
**For: All Agents**
**Dates: Yesterday**
**Time Filter: between '00:00' AND '23:59'**
Filtered on: 10:53:25

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-13 10:52:05 | Network Connect Ltd 01612142020 | Support 200 | Charles Huggett 719 | | 00:01:19 | 00:02:17 | 0.00 |

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A further drill down on this report provides a complete call record.

**Call**

**Date & Time 2010-01-13 10:52:05**
**Total Cost 0.000**

| Call Source Details | | Call Destination Details | |
|---|---|---|---|
| Cost Centre | Support | Cost Centre | Support |
| On Behalf Of | | On Behalf Of | Charles Huggett |
| Trunk | Modules.Chorleywood 5100.BRI1 | Trunk | |
| Name | Network Connect Ltd | Name | Support |
| Number | 01612142020 | Number | 200 |
| Cost Associated | 0.000 | Cost Associated | 0.000 |
| Caused Disconnect? | | Caused Disconnect? | 1011 |

| | | | |
|---|---|---|---|
| Connected | Yes | Call Duration | 216.530 |
| Transfer Status | No | Call Connected | 137.210 |
| Account Name | | Queuing Time | 75.030 |
| Account Code | | Distributing Time | 4.290 |
| | | Agent Ringing Time | 3.730 |

# Agent Utilisation

## Call Centre Report Description

Shows the time that Agents have spent in different states, divided into logged-in periods.

**Agent Utilisation**
**For: All Agents**
**Dates: From: 2010-01-13, To: 2010-01-13**
**Time Filter: between '00:00' AND '23:59'**

| Date | Agent Name | Agent Number | LoggedOut | LoggedIn | Not Available | Waiting | Ringing | Busy | Wrap Up | Busy Other | Blacklisted |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 2010-01-13 | Charles Huggett | 719 | 00:09:24 | 00:00:00 | 01:00:40 | 13:35:41 | 00:02:48 | 01:32:58 | 00:06:34 | 01:02:59 | 00:00:00 |
| 2010-01-13 | Paul Southwell | 718 | 00:07:03 | 00:00:00 | 00:00:00 | 14:27:49 | 00:04:00 | 00:39:40 | 00:03:41 | 02:00:22 | 00:20:00 |
| 2010-01-13 | Rakesh Patel | 714 | 00:06:11 | 00:00:00 | 00:00:00 | 11:21:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:21 | 00:00:00 |
| 2010-01-13 | Rax POTS | 7714 | 00:06:36 | 00:00:00 | 00:00:00 | 14:50:58 | 00:05:39 | 00:00:00 | 00:00:00 | 00:00:00 | 02:10:00 |
| 2010-01-14 | Charles Huggett | 719 | 00:00:00 | 00:00:00 | 08:28:19 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 2010-01-14 | Paul Southwell | 718 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:09:13 | 00:00:00 | 00:00:00 | 00:00:00 |
| 2010-01-14 | Rakesh Patel | 714 | 00:00:00 | 00:00:00 | 00:00:00 | 03:14:35 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 2010-01-14 | Rax POTS | 7714 | 00:00:00 | 00:00:00 | 00:00:00 | 01:01:43 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | | | 00:29:14 | 00:00:00 | 09:28:59 | 58:31:47 | 00:12:27 | 02:21:51 | 00:10:15 | 03:03:42 | 02:30:00 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Date | Date in yyyy-mm-dd format |
| Agent Name | Name of the Agent handling the inbound calls to the Queue |
| Agent Number | The extension number of the Agent |
| Logged Out | The total time that the Agent was logged in, in hh:mm:ss format |
| Logged In | The total time that the Agent was logged out, in hh:mm:ss format |
| Not Available | The total time that the Agent was not available, in hh:mm:ss format |
| Waiting | The total time that the Agent was waiting for calls to be presented, in hh:mm:ss format |
| Ringing | The total time that calls presented to the Agent were ringing before being answered, in hh:mm:ss format |
| Busy | The total time that the Agent was in a busy state handling calls, in hh:mm:ss format |
| Wrap-Up | The total time that the Agent was logged in a wrap-up state following a completed call, in hh:mm:ss format |
| Busy Other | The total time that the Agent was in a busy state for reasons other than calls, in hh:mm:ss format |
| Blacklisted | The total time that the Agent was blacklisted as a result of not-answering three calls in a row that had been presented to them, in hh:mm:ss format |

## Drill Down Report

No drill down facility is available for this report.

# Agent Utilisation Summary

## Call Centre Report Description

A summary, identifying the duration that Agents have spent in particular states.

**Agent Utilisation Summary**
**For: All Agents**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

| Agent Name | Agent Number | LoggedOut | LoggedIn | Not Available | Waiting | Ringing | Busy | Wrap Up | Busy Other | Blacklisted |
|---|---|---|---|---|---|---|---|---|---|---|
| Charles Huggett | 719 | 00:18:49 | 00:00:00 | 09:32:20 | 53:25:56 | 00:13:35 | 02:45:34 | 00:10:39 | 01:19:06 | 02:40:00 |
| Paul Southwell | 718 | 00:18:13 | 00:00:00 | 00:00:00 | 61:16:50 | 00:18:47 | 05:02:10 | 00:19:48 | 05:46:39 | 01:07:41 |
| Rakesh Patel | 714 | 00:13:28 | 00:00:00 | 00:00:00 | 63:35:24 | 00:00:00 | 00:00:00 | 00:00:00 | 00:19:39 | 00:00:00 |
| Rax POTS | 7714 | 00:06:36 | 00:00:00 | 00:00:00 | 58:19:22 | 00:17:47 | 00:07:20 | 00:38:23 | 00:00:28 | 06:11:25 |
| | | 00:57:06 | 00:00:00 | 09:32:20 | 236:37:32 | 00:50:09 | 07:55:04 | 01:08:50 | 07:25:52 | 09:59:06 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Agent Name | Name of the Agent handling the inbound calls to the Queue |
| Agent Number | The extension number of the Agent |
| Logged Out | The total time that the Agent was logged in, in hh:mm:ss format |
| Logged In | The total time that the Agent was logged out, in hh:mm:ss format |
| Not Available | The total time that the Agent was not available, in hh:mm:ss format |
| Waiting | The total time that the Agent was waiting for calls to be presented, in hh:mm:ss format |
| Ringing | The total time that calls presented to the Agent were ringing before being answered, in hh:mm:ss format |
| Busy | The total time that the Agent was in a busy state handling calls, in hh:mm:ss format |
| Wrap-Up | The total time that the Agent was logged in a wrap-up state following a completed call, in hh:mm:ss format |
| Busy Other | The total time that the Agent was in a busy state for reasons other than calls, in hh:mm:ss format |
| Blacklisted | The total time that the Agent was blacklisted as a result of not-answering three calls in a row that had been presented to them, in hh:mm:ss format |

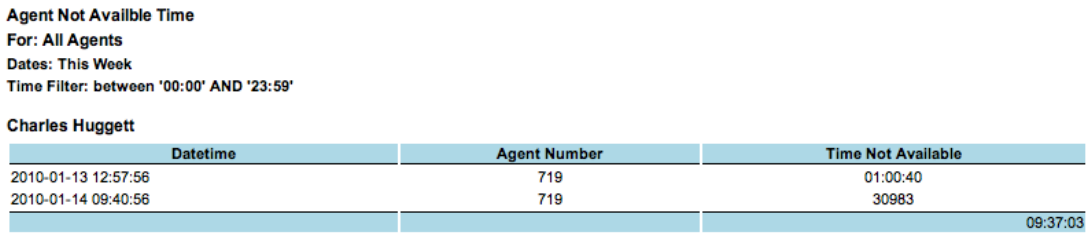
## Drill Down Report

No drill down facility is available for this report.

# Agent Not Available Time

## Call Centre Report Description

A breakdown, by Agent, of time spent in a Not Available state.



**Agent Not Availble Time**
**For: All Agents**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**Charles Huggett**

| Datetime | Agent Number | Time Not Available |
|---|---|---|
| 2010-01-13 12:57:56 | 719 | 01:00:40 |
| 2010-01-14 09:40:56 | 719 | 30983 |
| | | 09:37:03 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Agent Number | The extension number of the Agent |
| Time Not Available | The total time that the Agent was not available, in hh:mm:ss format |

## Drill Down Report

No drill down facility is available for this report.

# Agent Activity

## Call Centre Report Description

Shows calls assigned to an Agent.

**Agent Activity**
**For: All Agents**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

| Agent Name | Number of Calls | Handling Time | Average Hanadle Time | Max Handle Time |
|---|---|---|---|---|
| Charles Huggett | 7 | 00:33:31 | 00:04:47 | 00:12:56 |
| Rax POTS | 1 | 00:02:45 | 00:02:45 | 00:02:45 |
| Paul Southwell | 20 | 01:43:45 | 00:05:11 | 00:26:12 |
| | 28 | 02:20:01 | 00:03:10 | 00:26:12 |

**2010-01-12**

| Agent Name | Number of Calls | Handling Time | Average Hanadle Time | Max Handle Time |
|---|---|---|---|---|
| Charles Huggett | 9 | 00:39:05 | 00:04:21 | 00:12:21 |
| Paul Southwell | 17 | 01:29:02 | 00:05:14 | 00:12:28 |
| | 26 | 02:08:07 | 00:03:11 | 00:12:28 |

**2010-01-13**

| Agent Name | Number of Calls | Handling Time | Average Hanadle Time | Max Handle Time |
|---|---|---|---|---|
| Charles Huggett | 25 | 01:32:58 | 00:03:43 | 00:16:41 |
| Paul Southwell | 14 | 00:39:40 | 00:02:50 | 00:09:49 |
| | 39 | 02:12:38 | 00:02:11 | 00:16:41 |

**2010-01-14**

| Agent Name | Number of Calls | Handling Time | Average Hanadle Time | Max Handle Time |
|---|---|---|---|---|
| Rax POTS | 1 | 00:04:35 | 00:04:35 | 00:04:35 |
| Paul Southwell | 18 | 01:18:27 | 00:04:22 | 00:21:18 |
| | 19 | 01:23:02 | 00:04:28 | 00:21:18 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Agent Name | Name of the Agent handling the inbound calls to the Queue |
| Number Of Calls | Number of calls to that Queue that the Agent handled |
| Handling Time | The total time that the Agent spent handling calls |
| Average Handle Time | The average time that the Agent spent handling each call |
| Maximum Handle Time | The longest time that the Agent spent handling a single call |

## Drill Down Report

Drill down on this report takes you to the Agent Call Activity report.

# Agent Queue Activity

## Call Centre Report Description

Shows calls assigned to an Agent, broken down into queues.

**Agent Queue Activity**
**For: All Agents**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

| | | | Handled | |
|---|---|---|---|---|
| Agent Name | Queue Name | Number of Calls | Average Ring Time | Average Connect Time |
| Charles Huggett | Support | 7 | 00:00:29 | 00:04:47 |
| Paul Southwell | Support | 20 | 00:00:28 | 00:05:11 |
| | | 27 | 00:00:19 | 00:03:19 |

**2010-01-12**

| | | | Handled | |
|---|---|---|---|---|
| Agent Name | Queue Name | Number of Calls | Average Ring Time | Average Connect Time |
| Charles Huggett | Support | 9 | 00:00:16 | 00:04:20 |
| Paul Southwell | Support | 17 | 00:00:43 | 00:05:14 |
| | | 26 | 00:00:19 | 00:03:11 |

**2010-01-13**

| | | | Handled | |
|---|---|---|---|---|
| Agent Name | Queue Name | Number of Calls | Average Ring Time | Average Connect Time |
| Charles Huggett | Support | 23 | 00:00:19 | 00:03:58 |
| Paul Southwell | Support | 13 | 00:00:19 | 00:02:57 |
| | | 36 | 00:00:12 | 00:02:18 |

**2010-01-14**

| | | | Handled | |
|---|---|---|---|---|
| Agent Name | Queue Name | Number of Calls | Average Ring Time | Average Connect Time |
| Paul Southwell | Support | 18 | 00:00:22 | 00:04:21 |
| Rakesh Patel | Support | 2 | 00:00:17 | 00:01:50 |
| | | 20 | 00:00:19 | 00:03:05 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Agent Name | Name of the Agent handling the inbound calls |
| Queue Name | The name of the Queue where the call was initially presented |
| Number Of Calls | The total number of calls presented to the Agent |
| Average Ring Time | The average time that a call presented to this Agent took to be answered |
| Average Connected Time | The average time that a call presented to this Agent took to be completed |

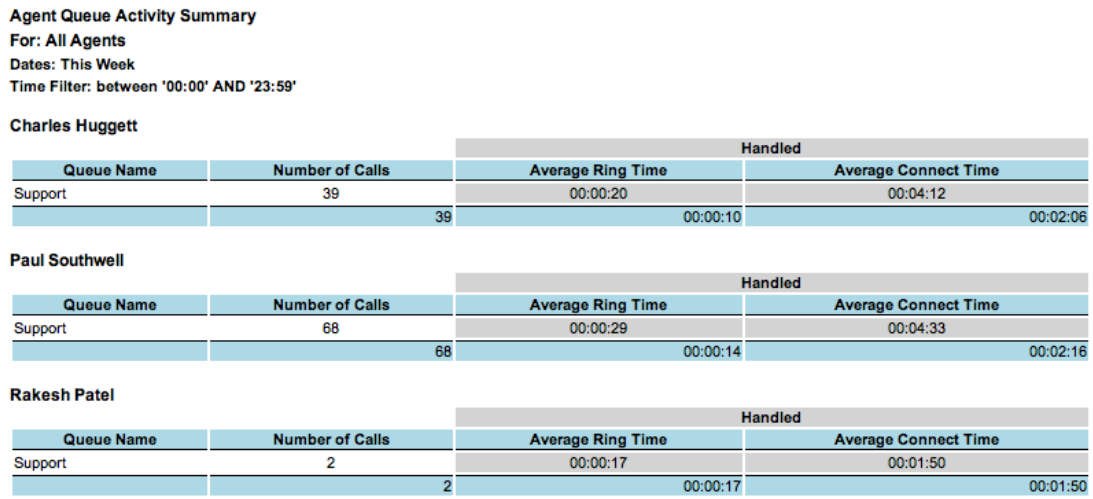
## Drill Down Report

No drill down facility is available for this report.

# Agent Queue Activity Summary

## Call Centre Report Description

A summary of calls assigned to an Agent broken down by the queues they were destined for.



**Agent Queue Activity Summary**
**For: All Agents**
**Dates: This Week**
**Time Filter: between '00:00' AND '23:59'**

**Charles Huggett**

| | | Handled | |
|---|---|---|---|
| Queue Name | Number of Calls | Average Ring Time | Average Connect Time |
| Support | 39 | 00:00:20 | 00:04:12 |
| | 39 | 00:00:10 | 00:02:06 |

**Paul Southwell**

| | | Handled | |
|---|---|---|---|
| Queue Name | Number of Calls | Average Ring Time | Average Connect Time |
| Support | 68 | 00:00:29 | 00:04:33 |
| | 68 | 00:00:14 | 00:02:16 |

**Rakesh Patel**

| | | Handled | |
|---|---|---|---|
| Queue Name | Number of Calls | Average Ring Time | Average Connect Time |
| Support | 2 | 00:00:17 | 00:01:50 |
| | 2 | 00:00:17 | 00:01:50 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Queue Name | The name of the Queue where the calls were initially presented |
| Number Of Calls | The total number of calls presented to the Queue |
| Average Ring Time | The average time that a call presented to this Queue took to be answered |
| Average Connected Time | The average time that a call presented to this Queue took to be completed |

## Drill Down Report

No drill down facility is available for this report.

# Abandoned Calls

## Call Centre Report Description

Shows details of abandoned calls on a queue-by-queue basis.

**Abandoned Calls**
**For: All Queues**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**

**Abandoned Calls Summary**

| Total Abandoned Calls | Lost Abandoned Calls | They Called Back | We Called Back |
|---|---|---|---|
| 9 | 6 | 2 | 1 |

**Abandoned Calls Total**

| Date | Calling Number | Calling Name | Destination Number | Destination Name | Wait |
|---|---|---|---|---|---|
| 2010-01-14 09:16:43 | 07824483873 | | 200 | Support | 00:00:34 |
| 2010-01-14 10:05:49 | 01582703636 | Markyate. | 200 | Support | 00:00:30 |
| 2010-01-14 10:13:38 | 07824483873 | | 200 | Support | 00:01:02 |
| 2010-01-14 10:18:09 | 01582703636 | Markyate. | 200 | Support | 00:00:28 |
| 2010-01-14 10:20:17 | 01489554159 | Matt Harris | 200 | Support | 00:01:16 |
| 2010-01-14 10:28:24 | 01534634704 | Joe De Freitas | 200 | Support | 00:00:26 |
| 2010-01-14 10:30:30 | 01582703636 | Markyate. | 200 | Support | 00:00:30 |
| 2010-01-14 13:19:36 | 704 | Ros Leftley | 200 | Support | 00:00:03 |
| 2010-01-14 14:44:17 | 01159445919 | Nottingham | 200 | Support | 00:00:03 |
| | | | | | Min 00:00:03<br>Max 00:01:16<br>Avg 00:00:32 |

**Abandoned Calls That Were Lost**

| Date | Calling Number | Calling Name | Destination Number | Destination Name |
|---|---|---|---|---|
| 2010-01-14 10:05:49 | 01582703636 | Markyate. | 200 | Support |
| 2010-01-14 10:18:09 | 01582703636 | Markyate. | 200 | Support |
| 2010-01-14 10:20:17 | 01489554159 | Matt Harris | 200 | Support |
| 2010-01-14 10:28:24 | 01534634704 | Joe De Freitas | 200 | Support |
| 2010-01-14 10:30:30 | 01582703636 | Markyate. | 200 | Support |
| 2010-01-14 14:44:17 | 01159445919 | Nottingham | 200 | Support |

**Abandoned Callers That Have Called Back In**

| Date | Calling Number | Calling Name | Destination Number | Destination Name | Retried at | Spoke To |
|---|---|---|---|---|---|---|
| 2010-01-14 09:16:43 | 07824483873 | | 200 | Support | 2010-01-14 09:17:24 | 718(Paul Southwell) |
| 2010-01-14 10:13:38 | 07824483873 | | 200 | Support | 2010-01-14 10:18:34 | 718(Paul Southwell) |

**Abandoned Callers That We Have Called Back**

| Date | Calling Number | Calling Name | Destination Number | Destination Name | Callback Date | Called By |
|---|---|---|---|---|---|---|
| 2010-01-14 13:19:36 | 704 | Ros Leftley | 200 | Support | 2010-01-14 13:50:28 | 720(StuartBell) |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| Duration Longer Than | Time in seconds before call was abandoned |

## Report Columns

### Abandoned Calls Summary

| | |
|---|---|
| Total Abandoned Calls | The total number of abandoned calls over the Report Period |
| Lost Abandoned Calls | The total number of calls where the caller hung-up and have neither called back, not have been called back, over the Report Period |
| They Called Back | The total number of calls where the caller hung-up, but they later called back, over the Report Period |
| We Called Back | The total number of calls where the caller hung-up, but we later called them back, over the Report Period |

### Abandoned Calls Total

| | |
|---|---|
| Date | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call |
| Calling Number | Number of the caller (if presented) |
| Calling Name | Name associated with the calling number (if configured in maximiser) |
| Destination Number | The extension associated with the number called |
| Destination Name | The name associated with the number called |
| Wait(s) | The duration that the caller waited for before hanging-up |

### Abandoned Calls That Were Lost

| | |
|---|---|
| Date | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call |
| Calling Number | Number of the caller (if presented) |
| Calling Name | Name associated with the calling number (if configured in maximiser) |
| Destination Number | The extension associated with the number called |
| Destination Name | The name associated with the number called |

### Abandoned Callers That Have Called Back In

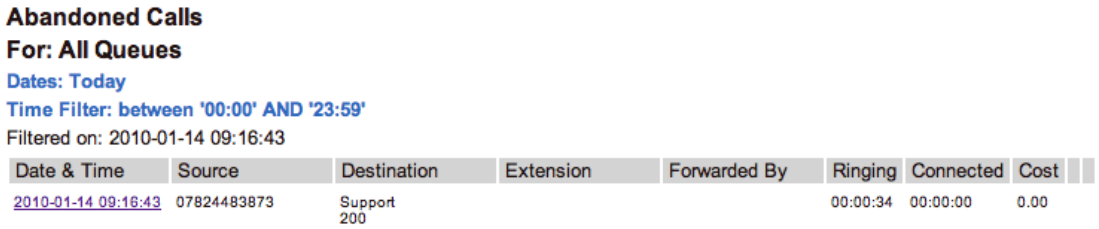
| | |
|---|---|
| Date | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call |
| Calling Number | Number of the caller (if presented) |
| Calling Name | Name associated with the calling number (if configured in maximiser). |
| Destination Number | The extension associated with the number called |
| Destination Name | The name associated with the number called |
| Retried At | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number dialled back |
| Spoke To | Extension Number/Associated Name that the returning caller was connected to |

### Abandoned Callers That We Have Called Back

| | |
|---|---|
| Date | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call |
| Calling Number | Number of the caller (if presented) |
| Calling Name | Name associated with the calling number (if configured in maximiser) |
| Destination Number | The extension associated with the number called |
| Destination Name | The name associated with the number called |
| Callback Date | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number was called back |
| Called By | Extension Number/Associated Name of the person who called back the original caller |

## Drill Down Report

Drill down on this report provides further information on individual calls.



**Abandoned Calls**
**For: All Queues**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**
Filtered on: 2010-01-14 09:16:43

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-14 09:16:43 | 07824483873 | Support 200 | | | 00:00:34 | 00:00:00 | 0.00 |

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A further drill down on this report provides a complete call record (see Drill Down Report entry under Agent Call Activity for further details).

# Abandoned Summary

## Call Centre Report Description

Shows a summary of abandoned calls on a queue-by-queue basis.

**Abandoned Summary**
**For: All Queues**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**

| Destination Name | Destination Number | Total Abandoned | Min Time | Max Time | Avg Time | Under 10s | 10 - 20s | 20 - 30s | 30 - 45s | 45 - 60s | Over 60s |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Support | 200 | 9 | 00:00:03 | 00:01:16 | 00:00:32 | 2 | 0 | 3 | 2 | 0 | 2 |
| | | 9 | 00:00:03 | 00:01:16 | 00:00:32 | 2 | 0 | 3 | 2 | 0 | 2 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Destination Name | The name associated with the calling number (if entered on maximiser) |
| Destination Number | The number from which the call was made (if presented) |
| Total Abandoned | The total number of calls from this name/number that were abandoned during the Report Period |
| Minimum Time | The shortest duration a call rang for before the caller hung-up |
| Maximum Time | The longest duration a call rang for before the caller hung-up |
| Average Time | The average duration a call rang for before the caller hung-up over the Report Period |
| Under 10 seconds | The total number of calls that were abandoned after ringing for less than 10 seconds |
| 10 – 20 seconds | The total number of calls that were abandoned after ringing between 10 and 20 seconds |
| 20 - 30 seconds | The total number of calls that were abandoned after ringing between 20 and 30 seconds |
| 30 – 45 seconds | The total number of calls that were abandoned after ringing between 30 and 45 seconds |
| 45 - 60 seconds | The total number of calls that were abandoned after ringing between 45 and 60 seconds |
| Over 60 seconds | The total number of calls that were abandoned after ringing for more than 60 seconds |

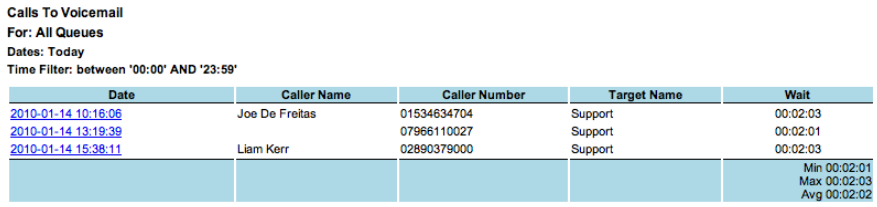
## Drill Down Report

Drill down on this report takes you to the Abandoned Calls report.

# Calls To Voicemail

## Call Centre Report Description

A breakdown of calls that went to voicemail on a queue-by-queue basis.



**Calls To Voicemail**
**For: All Queues**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**

| Date | Caller Name | Caller Number | Target Name | Wait |
|---|---|---|---|---|
| 2010-01-14 10:16:06 | Joe De Freitas | 01534634704 | Support | 00:02:03 |
| 2010-01-14 13:19:39 | | 07966110027 | Support | 00:02:01 |
| 2010-01-14 15:38:11 | Liam Kerr | 02890379000 | Support | 00:02:03 |
| | | | | Min 00:02:01<br>Max 00:02:03<br>Avg 00:02:02 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 10 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Date | Date (yyyy-mm-dd) |
| Caller Name | The name associated with the calling number (if entered on maximiser) |
| Caller Number | The number from which the call was made (if presented) |
| Target Name | The name of the Queue where the call was initially presented |
| Wait | The duration that the caller waited for before hanging-up |

## Drill Down Report

Drill down on this report provides further information on individual calls.

**Calls To Voicemail**
**For: All Queues**
**Dates: Today**
**Time Filter: between '00:00' AND '23:59'**
Filtered on: 2010-01-14 10:16:06

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-01-14 10:16:06 | Joe De Freitas<br>01534634704 | Support<br>200 | !LeaveVoicemail | | 00:02:03 | 00:00:06 | 0.00 |

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

# Agent Availability Report By Day

## Call Centre Report Description

Shows how an Agent (or Agents) spent their day.

**Agent Availability Report By Day**
**For: All Agents**
**Dates: This Week**
**Time Filter: between '00:00:00' AND '23:59:59'**

**2010-06-21**

| | Login | | Call | | Not Available (minutes) | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | First | Last | First | Last | Total | Unknown | Lunch | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 10:42:03 | 23:59:59 | 09:09:05 | 16:40:22 | 23 | 23 | 0 | 0 | 798 | 687 | 3 | 73 | 11 | 0 | 1 |
| Paul Southwell | 10:42:03 | 23:59:59 | 11:31:27 | 17:53:31 | 90 | 49 | 41 | 0 | 798 | 633 | 1 | 35 | 5 | 34 | 0 |
| Rakesh Patel | 10:42:03 | 23:59:59 | | | 0 | 0 | 0 | 0 | 798 | 793 | 0 | 0 | 0 | 5 | 0 |
| Rax POTS | 10:42:03 | 23:59:59 | | | 0 | 0 | 0 | 0 | 798 | 699 | 4 | 0 | 0 | 0 | 95 |
| | | | | | 113 | 72 | 41 | 0 | 3192 | 2812 | 8 | 108 | 16 | 39 | 96 |

**2010-06-22**

| | Login | | Call | | Not Available (minutes) | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | First | Last | First | Last | Total | Unknown | Lunch | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 11:39:12 | 22:10:06 | 10:35:28 | 16:55:38 | 63 | 0 | 63 | 0 | 631 | 514 | 2 | 39 | 4 | 6 | 3 |
| Paul Southwell | 17:37:22 | 23:59:59 | 09:06:45 | 17:27:43 | 0 | 0 | 0 | 0 | 382 | 376 | 3 | 0 | 0 | 3 | 0 |
| Rakesh Patel | 18:39:19 | 23:59:59 | | | 0 | 0 | 0 | 0 | 321 | 321 | 0 | 0 | 0 | 0 | 0 |
| Rax POTS | 00:00:00 | 23:59:59 | | | 0 | 0 | 0 | 0 | 1440 | 1331 | 4 | 0 | 0 | 0 | 105 |
| | | | | | 63 | 0 | 63 | 0 | 2774 | 2542 | 9 | 39 | 4 | 9 | 108 |

**2010-06-23**

| | Login | | Call | | Not Available (minutes) | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | First | Last | First | Last | Total | Unknown | Lunch | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 10:13:53 | 23:59:59 | | | 478 | 478 | 0 | 323 | 504 | 25 | 1 | 0 | 0 | 0 | 0 |
| Paul Southwell | 11:12:33 | 23:59:59 | 09:15:50 | 17:05:32 | 0 | 0 | 0 | 31 | 737 | 620 | 2 | 26 | 3 | 75 | 10 |
| Rakesh Patel | 04:23:07 | 23:59:59 | | | 0 | 0 | 0 | 229 | 948 | 925 | 0 | 0 | 0 | 23 | 0 |
| Rax POTS | 11:12:33 | 23:59:59 | | | 0 | 0 | 0 | 103 | 664 | 611 | 3 | 0 | 0 | 0 | 50 |
| | | | | | 478 | 478 | 0 | 686 | 2853 | 2181 | 6 | 26 | 3 | 98 | 60 |

**2010-06-24**

| | Login | | Call | | Not Available (minutes) | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | First | Last | First | Last | Total | Unknown | Lunch | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 00:35:41 | 13:41:39 | 09:17:08 | 11:59:12 | 580 | 535 | 45 | 0 | 786 | 174 | 1 | 22 | 3 | 4 | 2 |
| Paul Southwell | 00:24:38 | 13:41:39 | 09:15:04 | 13:23:56 | 0 | 0 | 0 | 0 | 797 | 735 | 2 | 32 | 2 | 24 | 2 |
| Rakesh Patel | 00:40:46 | 13:41:39 | | | 0 | 0 | 0 | 0 | 781 | 781 | 0 | 0 | 0 | 0 | 0 |
| Rax POTS | 00:27:26 | 13:41:39 | | | 0 | 0 | 0 | 0 | 794 | 738 | 3 | 0 | 0 | 0 | 53 |
| | | | | | 580 | 535 | 45 | 0 | 3158 | 2428 | 6 | 54 | 5 | 28 | 57 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Agent | Name of the Agent handling the inbound calls to the Queue |
| First Login | The time that the Agent first Logged in to the system on that day (hh:mm:ss) |
| Last Login | The time that the Agent was last Logged in to the system on that day (hh:mm:ss) |
| First Call | The time of the first call of the day handled by this Agent (hh:mm:ss) |
| Last Call | The time of the last call of the day handled by this Agent (hh:mm:ss) |

| | |
|---|---|
| Not Available Total | The total time that this Agent was unavailable during the day (mins) |
| Not Available Unknown | The total time that this Agent was unavailable for an unknown reason during the day (mins) |
| Not Available..... | The total time that this Agent was unavailable due to the stated Not Availabile Code (Lunch, Meeting, etc) during the week (mins) |
| Log Out State Duration | The total time during the day that this Agent was Logged Out (mins) |
| Log In State Duration | The total time during the day that this Agent was Logged In (mins) |
| Wait State Duration | The total time during the day that this Agent was in a Wait state (mins) |
| Ring State Duration | The total time during the day that this Agent had calls presented and left in a ringing state (mins) |
| Busy State Duration | The total time during the day that this Agent was busy on calls (mins) |
| Wrap-up State Duration | The total time during the day that this Agent was in a Wrap-up state (mins) |
| Other State Duration | The total time during the day that this Agent was in a State other than those listed (mins) |
| Black List State Duration | The total time during the day that this Agent was in a Black Listed state (mins) |

## Drill Down Report

Drill down on this report provides a complete record of state changes for that Agent during the day.

**Agent Availability Detail**
**For: Charles Huggett**
**Dates: From: 2010-06-21, To: 2010-06-21**
**Time Filter: between '00:00:00' AND '23:59:59'**

**2010-06-21**
**Charles Huggett**

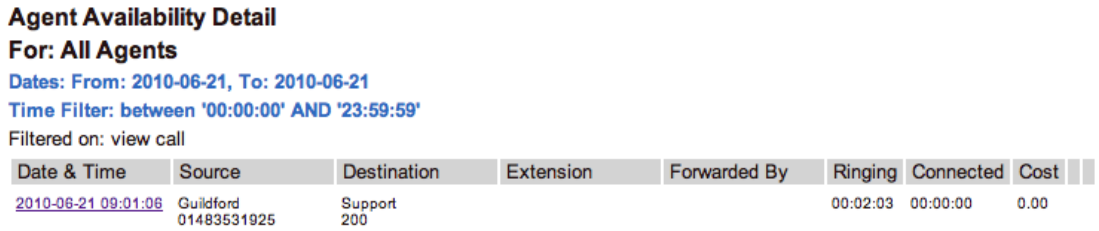
| Datetime | State | Duration | Reason | Call |
|---|---|---|---|---|
| 00:00:00 - 09:01:18 | Waiting | 09:01:18 | | |
| 09:01:18 - 09:01:30 | Ringing | 00:00:12 | | view call |
| 09:01:30 - 09:01:31 | Waiting | 00:00:01 | | |
| 09:01:31 - 09:01:43 | Ringing | 00:00:12 | | view call |
| 09:01:43 - 09:01:43 | Waiting | 00:00:00 | | |
| 09:01:43 - 09:01:55 | Ringing | 00:00:12 | | view call |
| 09:01:55 - 09:06:55 | Blacklisted | 00:05:00 | | |
| 09:06:55 - 09:09:02 | Waiting | 00:02:07 | | |
| 09:09:02 - 09:09:05 | Ringing | 00:00:03 | | view call |
| 09:09:05 - 09:21:53 | On Call | 00:12:48 | | view call |
| 09:21:53 - 09:21:55 | In Wrap Up | 00:00:02 | | view call |
| 09:21:55 - 09:33:58 | Waiting | 00:12:03 | | |
| 09:33:58 - 09:34:04 | Ringing | 00:00:06 | | view call |
| 09:34:04 - 09:36:51 | On Call | 00:02:47 | | view call |
| 09:36:51 - 09:36:53 | In Wrap Up | 00:00:02 | | view call |
| 09:36:53 - 09:44:35 | Waiting | 00:07:42 | | |
| 09:44:35 - 09:44:47 | Ringing | 00:00:12 | | view call |
| 09:44:47 - 09:44:47 | Waiting | 00:00:00 | | |
| 09:44:47 - 09:44:49 | Ringing | 00:00:02 | | view call |
| 09:44:49 - 10:00:03 | On Call | 00:15:14 | | view call |
| 10:00:03 - 10:01:02 | In Wrap Up | 00:00:59 | | view call |
| 10:01:02 - 10:01:02 | Waiting | 00:00:00 | | |
| 10:01:02 - 10:01:14 | Ringing | 00:00:12 | | view call |
| 10:01:14 - 10:03:50 | Waiting | 00:02:36 | | |
| 10:03:50 - 10:04:00 | Ringing | 00:00:10 | | view call |
| 10:04:00 - 10:09:21 | On Call | 00:05:21 | | view call |
| 10:09:21 - 10:10:20 | In Wrap Up | 00:00:59 | | view call |
| 10:10:20 - 10:10:20 | Waiting | 00:00:00 | | |

| | |
|---|---|
| Datetime | Time period during the day that the Agent was in this state (hh:mm:ss) |
| State | Agent state during this time period |

| | |
|---|---|
| Duration | The duration that the Agent remained in this state (hh:mm:ss) |
| Reason | The Completion Code (if any) selected by the Agent at the end of this call |
| Call | Hyperlink to drill down to call details. Only appears against Ringing, On Call and In Wrap Up states |

## Call Drill Down Report

Drill down on View Call in the Call column of the Agent Availability Detail report provides the following detail.



**Agent Availability Detail**
**For: All Agents**
**Dates: From: 2010-06-21, To: 2010-06-21**
**Time Filter: between '00:00:00' AND '23:59:59'**
Filtered on: view call

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-06-21 09:01:06 | Guildford 01483531925 | Support 200 | | | 00:02:03 | 00:00:00 | 0.00 |

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A further drill down on Date & Time provides the standard complete call record.

# Agent Availability Report By Week

## Call Centre Report Description

Shows how an Agent (or Agents) spent their time over a week (or weeks).

**Agent Availability Report By Week**
**For: All Agents**
Dates: From: 2010-06-01, To: 2010-06-24
Time Filter: between '00:00:00' AND '23:59:59'

**2010-05-30 - 2010-06-05**

| | Not Available (minutes) | | | | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | Total | Unknown | Lunch | Meeting | Of Site (Like down the pub) but not quite | Away with the Fairys | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 705 | 579 | 34 | 0 | 58 | 34 | 0 | 4476 | 3553 | 7 | 125 | 22 | 55 | 10 |
| Paul Southwell | 47 | 0 | 47 | 0 | 0 | 0 | 2 | 3429 | 3276 | 1 | 26 | 2 | 76 | 0 |
| Rakesh Patel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3377 | 3359 | 1 | 2 | 0 | 15 | 0 |
| Rax POTS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4728 | 4339 | 17 | 0 | 0 | 5 | 368 |
| | 705 | 579 | 34 | 0 | 58 | 34 | 0 | 4476 | 3553 | 7 | 125 | 22 | 55 | 10 |

**2010-06-06 - 2010-06-12**

| | Not Available (minutes) | | | | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | Total | Unknown | Lunch | Meeting | Of Site (Like down the pub) but not quite | Away with the Fairys | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 66 | 33 | 33 | 0 | 0 | 0 | 1 | 6930 | 6216 | 25 | 407 | 51 | 150 | 18 |
| Paul Southwell | 2182 | 2140 | 42 | 0 | 0 | 0 | 17 | 6645 | 4094 | 224 | 57 | 2 | 68 | 16 |
| Rakesh Patel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5957 | 5863 | 0 | 49 | 1 | 43 | 0 |
| Rax POTS | 0 | 0 | 0 | 0 | 0 | 0 | 18 | 7088 | 5992 | 452 | 0 | 0 | 0 | 645 |
| | 66 | 33 | 33 | 0 | 0 | 0 | 1 | 6930 | 6216 | 25 | 407 | 51 | 150 | 18 |

**2010-06-13 - 2010-06-19**

| | Not Available (minutes) | | | | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | Total | Unknown | Lunch | Meeting | Of Site (Like down the pub) but not quite | Away with the Fairys | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 99 | 54 | 29 | 0 | 0 | 15 | 3 | 5824 | 5131 | 8 | 324 | 39 | 203 | 21 |
| Paul Southwell | 728 | 728 | 0 | 0 | 0 | 0 | 258 | 4807 | 3824 | 48 | 83 | 9 | 106 | 10 |
| Rakesh Patel | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 4383 | 4374 | 0 | 0 | 0 | 9 | 0 |
| Rax POTS | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 4394 | 4002 | 17 | 0 | 0 | 0 | 375 |
| | 99 | 54 | 29 | 0 | 0 | 15 | 3 | 5824 | 5131 | 8 | 324 | 39 | 203 | 21 |

**2010-06-20 - 2010-06-26**

| | Not Available (minutes) | | | | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | Total | Unknown | Lunch | Meeting | Of Site (Like down the pub) but not quite | Away with the Fairys | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 1144 | 1036 | 108 | 0 | 0 | 0 | 323 | 2726 | 1404 | 7 | 134 | 18 | 10 | 9 |
| Paul Southwell | 90 | 49 | 41 | 0 | 0 | 0 | 31 | 2721 | 2368 | 8 | 93 | 10 | 136 | 15 |
| Rakesh Patel | 0 | 0 | 0 | 0 | 0 | 0 | 229 | 2855 | 2826 | 0 | 0 | 0 | 28 | 0 |
| Rax POTS | 0 | 0 | 0 | 0 | 0 | 0 | 103 | 3703 | 3384 | 14 | 0 | 0 | 0 | 305 |
| | 1144 | 1036 | 108 | 0 | 0 | 0 | 323 | 2726 | 1404 | 7 | 134 | 18 | 10 | 9 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Agent | Name of the Agent handling the inbound calls to the Queue |
| Not Available Total | The total time that this Agent was unavailable during the week (mins) |
| Not Available Unknown | The total time that this Agent was unavailable for an unknown reason during the week (mins) |
| Not Available..... | The total time that this Agent was unavailable due to the stated Not Availabile Code (Lunch, Meeting, etc) during the week (mins) |
| Log Out State Duration | The total time during the week that this Agent was Logged Out (mins) |

| | |
|---|---|
| Log In State Duration | The total time during the week that this Agent was Logged In (mins) |
| Wait State Duration | The total time during the week that this Agent was in a Wait state (mins) |
| Ring State Duration | The total time during the week that this Agent had calls presented and left in a ringing state (mins) |
| Busy State Duration | The total time during the week that this Agent was busy on calls (mins) |
| Wrap-up State Duration | The total time during the week that this Agent was in a Wrap-up state (mins) |
| Other State Duration | The total time during the week that this Agent was in a State other than those listed (mins) |
| Black List State Duration | The total time during the week that this Agent was in a Black Listed state (mins) |

### Drill Down Report

A further drill down on Date & Time provides the standard complete call record.

## Agent Availability Report By Month

### Call Centre Report Description

Shows how an Agent (or Agents) spent their time over a month (or months).

**Agent Availability Report By Month**
**For: All Agents**
**Dates: From: 2010-03-27, To: 2010-06-24**
**Time Filter: between '00:00:00' AND '23:59:59'**

**2010-03-27 - 2010-03-31**

| | Not Available (minutes) | | | | | | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | Total | Unknown | Lunch | Meeting | Down The Pub | Ths is a long reason code to see how the system copes with it | Of Site (Like down the pub) but not quite | Away with the Fairys | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 892 | 892 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 3698 | 2516 | 24 | 195 | 41 | 29 | 1 |
| Paul Southwell | 95 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 3183 | 2844 | 7 | 141 | 15 | 81 | 1 |
| Rakesh Patel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 4247 | 4178 | 0 | 8 | 0 | 62 | 0 |
| Rax POTS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 27 | 5625 | 5222 | 23 | 0 | 0 | 1 | 380 |
| | 892 | 892 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 3698 | 2516 | 24 | 195 | 41 | 29 | 1 |

**2010-04-01 - 2010-04-30**

| | Not Available (minutes) | | | | | | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | Total | Unknown | Lunch | Meeting | Down The Pub | Ths is a long reason code to see how the system copes with it | Of Site (Like down the pub) but not quite | Away with the Fairys | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 3385 | 3385 | 0 | 0 | 0 | 0 | 0 | 0 | 411 | 26622 | 20801 | 107 | 1342 | 351 | 594 | 44 |
| Paul Southwell | 7684 | 7684 | 0 | 0 | 0 | 0 | 0 | 0 | 167 | 21806 | 12792 | 54 | 622 | 109 | 477 | 67 |
| Rakesh Patel | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 289 | 26478 | 25985 | 12 | 74 | 7 | 384 | 8 |
| Rax POTS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 157 | 27265 | 24881 | 107 | 0 | 0 | 1 | 2276 |
| | 3385 | 3385 | 0 | 0 | 0 | 0 | 0 | 0 | 411 | 26622 | 20801 | 107 | 1342 | 351 | 594 | 44 |

**2010-05-01 - 2010-05-31**

| | Not Available (minutes) | | | | | | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | Total | Unknown | Lunch | Meeting | Down The Pub | Ths is a long reason code to see how the system copes with it | Of Site (Like down the pub) but not quite | Away with the Fairys | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 6270 | 6206 | 26 | 0 | 35 | 0 | 3 | 0 | 719 | 26252 | 17567 | 51 | 995 | 164 | 1128 | 78 |
| Paul Southwell | 4238 | 4014 | 123 | 102 | 0 | 0 | 0 | 0 | 566 | 24639 | 18991 | 95 | 694 | 83 | 478 | 62 |
| Rakesh Patel | 162 | 161 | 0 | 0 | 0 | 0 | 0 | 0 | 1049 | 20585 | 20086 | 8 | 94 | 0 | 199 | 35 |
| Rax POTS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 555 | 25384 | 23547 | 84 | 0 | 1 | 158 | 1596 |
| | 6270 | 6206 | 26 | 0 | 35 | 0 | 3 | 0 | 719 | 26252 | 17567 | 51 | 995 | 164 | 1128 | 78 |

**2010-06-01 - 2010-06-24**

| | Not Available (minutes) | | | | | | | | State Duration (minutes) | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agent | Total | Unknown | Lunch | Meeting | Down The Pub | Ths is a long reason code to see how the system copes with it | Of Site (Like down the pub) but not quite | Away with the Fairys | Lg Out | Lg In | Wait | Ring | Busy | Wrap | Oth | Blk |
| Charles Huggett | 2014 | 1702 | 204 | 0 | 0 | 0 | 58 | 49 | 327 | 19982 | 16314 | 47 | 1000 | 130 | 424 | 58 |
| Paul Southwell | 3047 | 2917 | 130 | 0 | 0 | 0 | 0 | 0 | 308 | 16188 | 12144 | 281 | 259 | 23 | 391 | 41 |
| Rakesh Patel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 242 | 16598 | 16449 | 1 | 51 | 1 | 95 | 0 |
| Rax POTS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 134 | 19939 | 17738 | 500 | 0 | 0 | 5 | 1698 |
| | 2014 | 1702 | 204 | 0 | 0 | 0 | 58 | 49 | 327 | 19982 | 16314 | 47 | 1000 | 130 | 424 | 58 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |

## Report Columns

| | |
|---|---|
| Agent | Name of the Agent handling the inbound calls to the Queue |
| Not Available Total | The total time that this Agent was unavailable during the month (mins) |
| Not Available Unknown | The total time that this Agent was unavailable for an unknown reason during the month (mins) |
| Not Available..... | The total time that this Agent was unavailable due to the stated Not Availabile Code (Lunch, Meeting, etc) during the month (mins) |
| Log Out State Duration | The total time during the month that this Agent was Logged Out (mins) |
| Log In State Duration | The total time during the month that this Agent was Logged In (mins) |
| Wait State Duration | The total time during the month that this Agent was in a Wait state (mins) |
| Ring State Duration | The total time during the month that this Agent had calls presented and left in a ringing state (mins) |
| Busy State Duration | The total time during the month that this Agent was busy on calls (mins) |
| Wrap-up State Duration | The total time during the month that this Agent was in a Wrap-up state (mins) |
| Other State Duration | The total time during the month that this Agent was in a State other than those listed (mins) |
| Black List State Duration | The total time during the month that this Agent was in a Black Listed state (mins) |

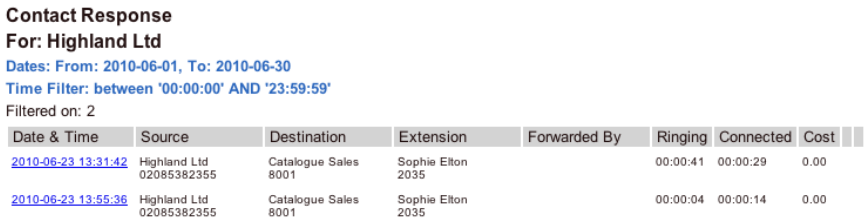
## Drill Down Report

Drill down on this report takes you to the Agent Availability Report by Day for that Agent.

# Contact Response

## Call Centre Report Description

Shows inbound call response performance for specific inbound callers.



**Contact Response**
**For: Highland Ltd**
Dates: From: 2010-06-01, To: 2010-06-30
Time Filter: between '00:00:00' AND '23:59:59'
Filtered on: 2

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-06-23 13:31:42 | Highland Ltd 02085382355 | Catalogue Sales 8001 | Sophie Elton 2035 | | 00:00:41 | 00:00:29 | 0.00 |
| 2010-06-23 13:55:36 | Highland Ltd 02085382355 | Catalogue Sales 8001 | Sophie Elton 2035 | | 00:00:04 | 00:00:14 | 0.00 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Number 1 to 6 | Allows calls from up to six numbers to be searched for |
| Using SLA | Allows search to be preformed against an existing SLA |

## Report Columns

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

## Drill Down Report

A drill down on Date & Time provides the standard complete call record.

# Incoming Response SLA

## Call Centre Report Description

Provides a summary of inbound calls to a queue and how effectively they were handled – answered or abandoned – against configurable timebands, defined through Service Level Agreements.

**Incoming Response SLA**
**For: Support**
**Dates: Last Month**
**Time Filter: between '00:00:00' AND '23:59:59'**

| | | <10(s) | | | <20(s) | | | <40(s) | | | <50(s) | | | >50(s) | | | Voicemail | | Abandoned | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | Total | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Ans | Aban | % ans | Total | % | Total | % |
| 00:00-00:59 | | | | | | | | | | | | | | | | | | | | |
| 01:00-01:59 | | | | | | | | | | | | | | | | | | | | |
| 02:00-02:59 | | | | | | | | | | | | | | | | | | | | |
| 03:00-03:59 | | | | | | | | | | | | | | | | | | | | |
| 04:00-04:59 | 1 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 1 | 0.00 | 0 | 1 | 0.00 | 0 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 |
| 05:00-05:59 | | | | | | | | | | | | | | | | | | | | |
| 06:00-06:59 | | | | | | | | | | | | | | | | | | | | |
| 07:00-07:59 | | | | | | | | | | | | | | | | | | | | |
| 08:00-08:59 | 7 | 0 | 2 | 0.00 | 0 | 2 | 0.00 | 0 | 2 | 0.00 | 0 | 2 | 0.00 | 0 | 0 | 0.00 | 5 | 71.43 | 2 | 28.57 |
| 09:00-09:59 | 61 | 3 | 1 | 4.92 | 29 | 2 | 47.54 | 38 | 4 | 62.30 | 39 | 4 | 63.93 | 2 | 2 | 3.28 | 14 | 22.95 | 6 | 9.84 |
| 10:00-10:59 | 81 | 3 | 3 | 3.70 | 25 | 5 | 30.86 | 36 | 9 | 44.44 | 39 | 10 | 48.15 | 3 | 4 | 3.70 | 25 | 30.86 | 14 | 17.28 |
| 11:00-11:59 | 104 | 7 | 0 | 6.73 | 32 | 6 | 30.77 | 44 | 14 | 42.31 | 47 | 16 | 45.19 | 6 | 4 | 5.77 | 31 | 29.81 | 20 | 19.23 |
| 12:00-12:59 | 91 | 4 | 10 | 4.40 | 22 | 14 | 24.18 | 38 | 20 | 41.76 | 42 | 20 | 46.15 | 3 | 6 | 3.30 | 20 | 21.98 | 26 | 28.57 |
| 13:00-13:59 | 58 | 7 | 4 | 12.07 | 24 | 5 | 41.38 | 29 | 6 | 50.00 | 30 | 7 | 51.72 | 3 | 4 | 5.17 | 14 | 24.14 | 11 | 18.97 |
| 14:00-14:59 | 87 | 5 | 3 | 5.75 | 27 | 7 | 31.03 | 40 | 11 | 45.98 | 47 | 11 | 54.02 | 3 | 4 | 3.45 | 22 | 25.29 | 15 | 17.24 |
| 15:00-15:59 | 95 | 9 | 3 | 9.47 | 41 | 5 | 43.16 | 51 | 11 | 53.68 | 52 | 12 | 54.74 | 5 | 5 | 5.26 | 21 | 22.11 | 17 | 17.89 |
| 16:00-16:59 | 72 | 12 | 4 | 16.67 | 31 | 6 | 43.06 | 41 | 13 | 56.94 | 43 | 15 | 59.72 | 3 | 2 | 4.17 | 9 | 12.50 | 17 | 23.61 |
| 17:00-17:59 | 49 | 2 | 0 | 4.08 | 6 | 2 | 12.24 | 13 | 8 | 26.53 | 14 | 8 | 28.57 | 4 | 7 | 8.16 | 16 | 32.65 | 15 | 30.61 |
| 18:00-18:59 | 1 | 0 | 0 | 0.00 | 0 | 1 | 0.00 | 0 | 1 | 0.00 | 0 | 1 | 0.00 | 0 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 |
| 19:00-19:59 | 3 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 3 | 0.00 | 0 | 3 | 0.00 | 0 | 0 | 0.00 | 0 | 0.00 | 3 | 100.00 |
| 20:00-20:59 | 1 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 1 | 0.00 | 0 | 1 | 0.00 | 0 | 0 | 0.00 | 0 | 0.00 | 1 | 100.00 |
| 21:00-21:59 | | | | | | | | | | | | | | | | | | | | |
| 22:00-22:59 | | | | | | | | | | | | | | | | | | | | |
| 23:00-23:59 | | | | | | | | | | | | | | | | | | | | |
| | 711 | 52 | 30 | | 237 | 55 | | 330 | 104 | | 353 | 111 | | 32 | 38 | | 177 | | 149 | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Duration longer than | Time in seconds of call. Only calls longer than will be searched for and listed in the resultant Report |
| Call Type | Tick boxes for Internal and/or External calls |
| Using SLA | Allows search to be performed against an existing SLA |

## Report Columns

| | |
|---|---|
| Interval | Timeband divided into hourly segments |
| Total | Total number of calls during each hourly timeband |
| <aa seconds - Ans | The total number of calls answered in less than aa seconds during each hourly timeband |

| | |
|---|---|
| <aa seconds - Aban | The total number of calls abandoned in less than aa seconds during each hourly timeband |
| <aa seconds - % ans | The total number of calls answered in less than aa seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <bb seconds - Ans | The total number of calls answered in less than bb seconds during each hourly timeband |
| <bb seconds - Aban | The total number of calls abandoned in less than bb seconds during each hourly timeband |
| <bb seconds - % ans | The total number of calls answered in less than bb seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <cc seconds - Ans | The total number of calls answered in less than cc seconds during each hourly timeband |
| <cc seconds - Aban | The total number of calls abandoned in less than cc seconds during each hourly timeband |
| <cc seconds - % ans | The total number of calls answered in less than cc seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <dd seconds - Ans | The total number of calls answered in less than dd seconds during each hourly timeband |
| <dd seconds - Aban | The total number of calls abandoned in less than dd seconds during each hourly timeband |
| <dd seconds - % ans | The total number of calls answered in less than dd seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| <ee seconds - Ans | The total number of calls answered in less than ee seconds during each hourly timeband |
| <ee seconds - Aban | The total number of calls abandoned in less than ee seconds during each hourly timeband |
| <ee seconds - % ans | The total number of calls answered in less than ee seconds, divided by total calls and expressed as a percentage, during each hourly timeband |
| >ee seconds - Ans | The total number of calls answered after ee seconds, or longer, during each hourly timeband |
| >ee seconds - Aban | The total number of calls abandoned after ee seconds, or longer, during each hourly timeband |
| >ee seconds - % ans | The total number of calls answered after ee seconds, or longer, divided by total calls and expressed as a percentage, during each hourly timeband |
| Voicemail – Total | The total number of calls forwarded or transferred to voicemail, during each hourly timeband |
| Voicemail - % | The total number of calls forwarded or transferred to voicemail, divided by total calls and expressed as a percentage, during each hourly timeband |
| Abandoned – Total | The total number of calls abandoned during each hourly timeband |
| Abandoned - % | The total number of calls abandoned, divided by total calls and expressed as a percentage, during each hourly timeband |

Please Note: The values for aa, bb, cc, etc. are all defined by the SLA levels selected

## Incoming Response SLA Drill Down Report

Drill down on the Total column of the Incoming Response SLA report provides the following detail.

**Incoming Response SLA**

**For: All Queues**

**Dates: From: 2010-08-25 04:00:00, To: 2010-08-25 04:59:59**

**Time Filter: between '00:00:00' AND '23:59:59'**

Filtered on: 1

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-08-25 04:00:31 | 07770342006 | Support 200 | | | 00:00:38 | 00:00:00 | 0.00 |

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A further drill down on Date & Time provides the standard complete call record.

# Incoming Call Breakdown By Hour With SLA

## Call Centre Report Description

Provides a summary of inbound calls to a queue broken down on an hourly basis. Also shows how many calls were answered and handled within management-defined SLAs.

**Incoming Call Breakdown By Hour With SLA**
**For: Support**
**Dates: Last Month**
**Time Filter: between '00:00:00' AND '23:59:59'**

| | | Connected | | | | | | | Voicemail | | | Abandoned | | | Answer Time % | | Handling Time % | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait | Inside SLA | Outside SLA | Inside SLA | Outside SLA |
| 00:00-00:59 | | | | | | | | | | | | | | | | | | |
| 01:00-01:59 | | | | | | | | | | | | | | | | | | |
| 02:00-02:59 | | | | | | | | | | | | | | | | | | |
| 03:00-03:59 | | | | | | | | | | | | | | | | | | |
| 04:00-04:59 | 1 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 1 | 00:00:38 | 00:00:38 | 0.00 | 100.00 | 100.00 | 0.00 |
| 05:00-05:59 | | | | | | | | | | | | | | | | | | |
| 06:00-06:59 | | | | | | | | | | | | | | | | | | |
| 07:00-07:59 | | | | | | | | | | | | | | | | | | |
| 08:00-08:59 | 7 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:01:40 | 5 | 00:00:45 | 00:00:44 | 2 | 00:00:08 | 00:00:08 | 28.57 | 71.43 | 100.00 | 0.00 |
| 09:00-09:59 | 61 | 41 | 1 | 00:01:55 | 00:00:22 | 00:18:23 | 00:04:10 | 02:50:25 | 14 | 00:02:03 | 00:01:58 | 6 | 00:01:14 | 00:00:37 | 6.56 | 93.44 | 40.98 | 59.02 |
| 10:00-10:59 | 82 | 42 | 0 | 00:01:57 | 00:00:25 | 00:20:18 | 00:04:50 | 03:27:16 | 25 | 00:02:03 | 00:01:47 | 15 | 00:01:45 | 00:00:41 | 8.54 | 91.46 | 51.22 | 48.78 |
| 11:00-11:59 | 105 | 53 | 0 | 00:01:31 | 00:00:26 | 00:37:15 | 00:04:08 | 03:47:42 | 31 | 00:02:03 | 00:01:56 | 21 | 00:01:45 | 00:00:36 | 7.62 | 92.38 | 52.38 | 47.62 |
| 12:00-12:59 | 92 | 45 | 0 | 00:01:15 | 00:00:24 | 00:43:06 | 00:05:43 | 04:25:34 | 20 | 00:02:03 | 00:01:55 | 27 | 00:01:36 | 00:00:27 | 16.30 | 83.70 | 53.26 | 46.74 |
| 13:00-13:59 | 58 | 33 | 0 | 00:01:35 | 00:00:22 | 00:51:44 | 00:07:44 | 04:19:18 | 14 | 00:02:03 | 00:02:03 | 11 | 00:01:46 | 00:00:39 | 18.97 | 81.03 | 46.55 | 53.45 |
| 14:00-14:59 | 90 | 50 | 4 | 00:01:04 | 00:00:25 | 00:28:47 | 00:04:18 | 03:23:33 | 22 | 00:05:37 | 00:01:44 | 18 | 00:02:00 | 00:00:31 | 12.22 | 87.78 | 56.67 | 43.33 |
| 15:00-15:59 | 98 | 57 | 1 | 00:01:25 | 00:00:22 | 00:18:29 | 00:03:58 | 03:45:13 | 21 | 00:02:28 | 00:02:04 | 20 | 00:02:02 | 00:00:37 | 14.29 | 85.71 | 50.00 | 50.00 |
| 16:00-16:59 | 78 | 47 | 2 | 00:01:50 | 00:00:22 | 01:05:28 | 00:06:18 | 04:45:32 | 9 | 00:02:03 | 00:02:03 | 22 | 00:01:25 | 00:00:25 | 25.64 | 74.36 | 47.44 | 52.56 |
| 17:00-17:59 | 50 | 18 | 2 | 00:01:21 | 00:00:32 | 00:34:07 | 00:04:58 | 01:23:06 | 16 | 00:02:03 | 00:01:21 | 16 | 00:03:29 | 00:00:55 | 6.00 | 94.00 | 72.00 | 28.00 |
| 18:00-18:59 | 1 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 1 | 00:00:17 | 00:00:17 | 0.00 | 100.00 | 100.00 | 0.00 |
| 19:00-19:59 | 3 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 3 | 00:00:23 | 00:00:22 | 0.00 | 100.00 | 100.00 | 0.00 |
| 20:00-20:59 | 1 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 1 | 00:00:23 | 00:00:23 | 0.00 | 100.00 | 100.00 | 0.00 |
| 21:00-21:59 | | | | | | | | | | | | | | | | | | |
| 22:00-22:59 | | | | | | | | | | | | | | | | | | |
| 23:00-23:59 | | | | | | | | | | | | | | | | | | |
| | 727 | 386 | 10 | 00:01:57 | 00:00:23 | 01:05:28 | 00:05:00 | 32:09:19 | 177 | 00:05:37 | 00:01:49 | 164 | 00:03:29 | 00:00:34 | | | | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Using SLA | Allows search to be preformed against an existing SLA |

## Report Columns

| | |
|---|---|
| Interval | Timeband divided into hourly segments |
| No. of Calls | Total number of calls during each hourly timeband |
| Connected – Total | The total number of calls that were successfully connected during each hourly timeband |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly timeband |

| | |
|---|---|
| Connected – Max Wait | The longest time that it took a call to be answered during each hourly timeband |
| Connected – Average Wait | The average time that it took a call to be answered during each hourly timeband |
| Connected – Max Talk | The longest time that a call was connected for during each hourly timeband |
| Connected – Average Talk | The average time that a call was connected for during each hourly timeband |
| Connected – Total Talk | The total length of time that all calls were connected for during each hourly timeband |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly timeband |
| Abandoned – Total | The total number of calls where thee caller hung-up during each hourly timeband |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each hourly timeband |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each hourly timeband |
| Answer Time - % Inside SLA | The percentage of calls that were answered within the management-defined SLA threshold |
| Answer Time - % Outside SLA | The percentage of calls that were answered outside of the management-defined SLA threshold |
| Handling Time - % Inside SLA | The percentage of calls that were answered and completed within the management-defined SLA threshold |
| Handling Time - % Outside SLA | The percentage of calls that were answered and completed outside of the management-defined SLA threshold |

## Incoming Call Breakdown By Hour With SLA Drill Down Report

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column the of the Incoming Call Breakdown By Hour With SLA report provides the following detail.

**Incoming Call Breakdown By Hour With SLA**
**For: All Queues**
Dates: From: 2010-09-07, To: 2010-09-07
Time Filter: between '00:00:00' AND '23:59:59'
Filtered on: 1

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-09-07 14:49:20 | 08444777600 | Support 200 | !LeaveVoicemail | | 00:02:03 | 00:00:05 | 0.00 |

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |

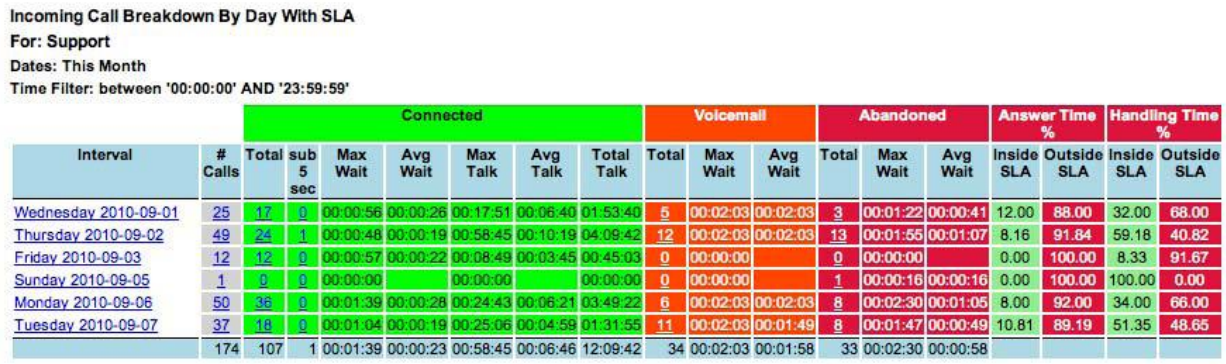
| | |
|---|---|
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A further drill down on Date & Time provides the standard complete call record.

## Incoming Call Breakdown By Day With SLA

### Call Centre Report Description

Provides a summary of inbound calls to a queue broken down on a daily basis. Also shows how many calls were answered and handled within management-defined SLAs.



**Incoming Call Breakdown By Day With SLA**
**For: Support**
**Dates: This Month**
**Time Filter: between '00:00:00' AND '23:59:59'**

| | | Connected | | | | | | | Voicemail | | | Abandoned | | | Answer Time % | | Handling Time % | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait | Inside SLA | Outside SLA | Inside SLA | Outside SLA |
| Wednesday 2010-09-01 | 25 | 17 | 0 | 00:00:56 | 00:00:26 | 00:17:51 | 00:06:40 | 01:53:40 | 5 | 00:02:03 | 00:02:03 | 3 | 00:01:22 | 00:00:41 | 12.00 | 88.00 | 32.00 | 68.00 |
| Thursday 2010-09-02 | 49 | 24 | 1 | 00:00:48 | 00:00:19 | 00:58:45 | 00:10:19 | 04:09:42 | 12 | 00:02:03 | 00:02:03 | 13 | 00:01:55 | 00:01:07 | 8.16 | 91.84 | 59.18 | 40.82 |
| Friday 2010-09-03 | 12 | 12 | 0 | 00:00:57 | 00:00:22 | 00:08:49 | 00:03:45 | 00:45:03 | 0 | 00:00:00 | | 0 | 00:00:00 | | 0.00 | 100.00 | 8.33 | 91.67 |
| Sunday 2010-09-05 | 1 | 0 | 0 | 00:00:00 | | 00:00:00 | | 00:00:00 | 0 | 00:00:00 | | 1 | 00:00:16 | 00:00:16 | 0.00 | 100.00 | 100.00 | 0.00 |
| Monday 2010-09-06 | 50 | 36 | 0 | 00:01:39 | 00:00:28 | 00:24:43 | 00:06:21 | 03:49:22 | 6 | 00:02:03 | 00:02:03 | 8 | 00:02:30 | 00:01:05 | 8.00 | 92.00 | 34.00 | 66.00 |
| Tuesday 2010-09-07 | 37 | 18 | 0 | 00:01:04 | 00:00:19 | 00:25:06 | 00:04:59 | 01:31:55 | 11 | 00:02:03 | 00:01:49 | 8 | 00:01:47 | 00:00:49 | 10.81 | 89.19 | 51.35 | 48.65 |
| | 174 | 107 | 1 | 00:01:39 | 00:00:23 | 00:58:45 | 00:06:46 | 12:09:42 | 34 | 00:02:03 | 00:01:58 | 33 | 00:02:30 | 00:00:58 | | | | |

### Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Using SLA | Allows search to be preformed against an existing SLA |

### Report Columns

| | |
|---|---|
| Interval | Day and Date |
| No. of Calls | Total number of calls during each day |
| Connected – Total | The total number of calls that were successfully connected during each day |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each day |
| Connected – Max Wait | The longest time that it took a call to be answered during each day |
| Connected – Average Wait | The average time that it took a call to be answered during each day |
| Connected – Max Talk | The longest time that a call was connected for during each day |
| Connected – Average Talk | The average time that a call was connected for during each day |
| Connected – Total Talk | The total length of time that all calls were connected for during each day |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each day |

| | |
|---|---|
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each day |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each day |
| Abandoned – Total | The total number of calls where thee caller hung-up during each day |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each day |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each day |
| Answer Time - % Inside SLA | The percentage of calls that were answered within the management-defined SLA threshold during each day |
| Answer Time - % Outside SLA | The percentage of calls that were answered outside of the management-defined SLA threshold during each day |
| Handling Time - % Inside SLA | The percentage of calls that were answered and completed within the management-defined SLA threshold during each day |
| Handling Time - % Outside SLA | The percentage of calls that were answered and completed outside of the management-defined SLA threshold during each day |

## Incoming Call Breakdown By Day With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Hour With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column the of the Incoming Call Breakdown By Hour With SLA report provides the following detail.

**Incoming Call Breakdown By Hour With SLA**
**For: All Queues**
**Dates: From: 2010-09-07, To: 2010-09-07**
**Time Filter: between '00:00:00' AND '23:59:59'**
Filtered on: 1

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-09-07 14:49:20 | 08444777600 | Support 200 | !LeaveVoicemail | | 00:02:03 | 00:00:05 | 0.00 |

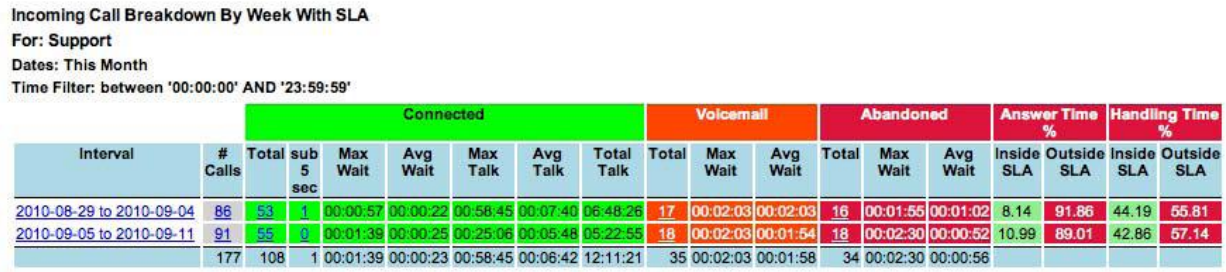
| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A further drill down on Date & Time provides the standard complete call record.

# Incoming Call Breakdown By Week With SLA

## Call Centre Report Description

Provides a summary of inbound calls to a queue broken down on a weekly basis. Also shows how many calls were answered and handled within management-defined SLAs.



**Incoming Call Breakdown By Week With SLA**
**For: Support**
**Dates: This Month**
**Time Filter: between '00:00:00' AND '23:59:59'**

| | | Connected | | | | | | | Voicemail | | | Abandoned | | | Answer Time % | | Handling Time % | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait | Inside SLA | Outside SLA | Inside SLA | Outside SLA |
| 2010-08-29 to 2010-09-04 | 86 | 53 | 1 | 00:00:57 | 00:00:22 | 00:58:45 | 00:07:40 | 06:48:26 | 17 | 00:02:03 | 00:02:03 | 16 | 00:01:55 | 00:01:02 | 8.14 | 91.86 | 44.19 | 55.81 |
| 2010-09-05 to 2010-09-11 | 91 | 55 | 0 | 00:01:39 | 00:00:25 | 00:25:06 | 00:05:48 | 05:22:55 | 18 | 00:02:03 | 00:01:54 | 18 | 00:02:30 | 00:00:52 | 10.99 | 89.01 | 42.86 | 57.14 |
| | 177 | 108 | 1 | 00:01:39 | 00:00:23 | 00:58:45 | 00:06:42 | 12:11:21 | 35 | 00:02:03 | 00:01:58 | 34 | 00:02:30 | 00:00:56 | | | | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Using SLA | Allows search to be preformed against an existing SLA |

## Report Columns

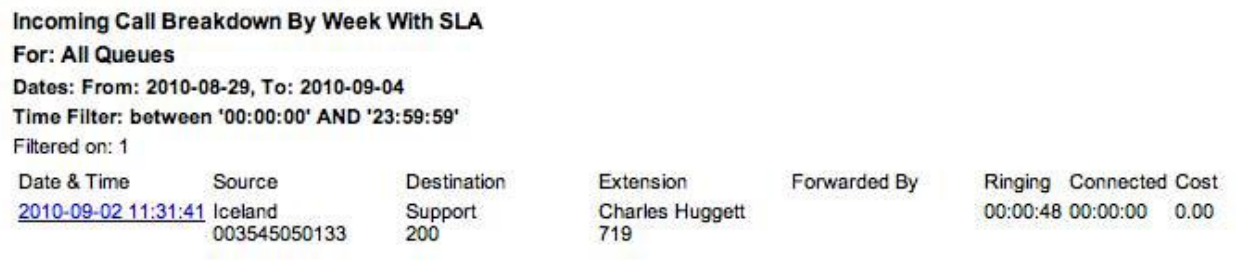
| | |
|---|---|
| Interval | Day and Date |
| No. of Calls | Total number of calls during each week |
| Connected – Total | The total number of calls that were successfully connected during each week |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each week |
| Connected – Max Wait | The longest time that it took a call to be answered during each week |
| Connected – Average Wait | The average time that it took a call to be answered during each week |
| Connected – Max Talk | The longest time that a call was connected for during each week |
| Connected – Average Talk | The average time that a call was connected for during each week |
| Connected – Total Talk | The total length of time that all calls were connected for during each week |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each week |
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each week |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each week |
| Abandoned – Total | The total number of calls where thee caller hung-up during each week |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each week |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each week |

| | |
|---|---|
| Answer Time - % Inside SLA | The percentage of calls that were answered within the management-defined SLA threshold during each week |
| Answer Time - % Outside SLA | The percentage of calls that were answered outside of the management-defined SLA threshold during each week |
| Handling Time - % Inside SLA | The percentage of calls that were answered and completed within the management-defined SLA threshold during each week |
| Handling Time - % Outside SLA | The percentage of calls that were answered and completed outside of the management-defined SLA threshold during each week |

## Incoming Call Breakdown By Week With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Day With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column the of the Incoming Call Breakdown By Hour With SLA report provides the following detail.



**Incoming Call Breakdown By Week With SLA**
**For: All Queues**
**Dates: From: 2010-08-29, To: 2010-09-04**
**Time Filter: between '00:00:00' AND '23:59:59'**
Filtered on: 1

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-09-02 11:31:41 | Iceland 003545050133 | Support 200 | Charles Huggett 719 | | 00:00:48 | 00:00:00 | 0.00 |

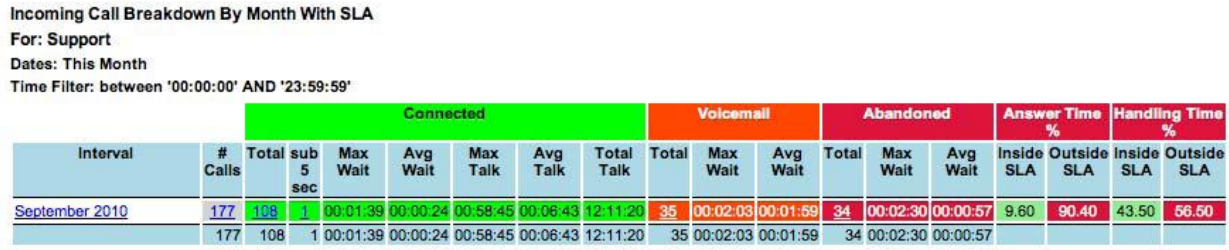
| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A further drill down on Date & Time provides the standard complete call record.

# Incoming Call Breakdown By Month With SLA

## Call Centre Report Description

Provides a summary of inbound calls to a queue broken down on a monthly basis. Also shows how many calls were answered and handled within management-defined SLAs.



**Incoming Call Breakdown By Month With SLA**
**For: Support**
**Dates: This Month**
**Time Filter: between '00:00:00' AND '23:59:59'**

| | | Connected | | | | | | | Voicemail | | | Abandoned | | | Answer Time % | | Handling Time % | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interval | # Calls | Total | sub 5 sec | Max Wait | Avg Wait | Max Talk | Avg Talk | Total Talk | Total | Max Wait | Avg Wait | Total | Max Wait | Avg Wait | Inside SLA | Outside SLA | Inside SLA | Outside SLA |
| September 2010 | 177 | 108 | 1 | 00:01:39 | 00:00:24 | 00:58:45 | 00:06:43 | 12:11:20 | 35 | 00:02:03 | 00:01:59 | 34 | 00:02:30 | 00:00:57 | 9.60 | 90.40 | 43.50 | 56.50 |
| | 177 | 108 | 1 | 00:01:39 | 00:00:24 | 00:58:45 | 00:06:43 | 12:11:20 | 35 | 00:02:03 | 00:01:59 | 34 | 00:02:30 | 00:00:57 | | | | |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |
| For | Searches for any of the entities that appear on the "Show" line |
| Show | Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box |
| Using SLA | Allows search to be preformed against an existing SLA |

## Report Columns

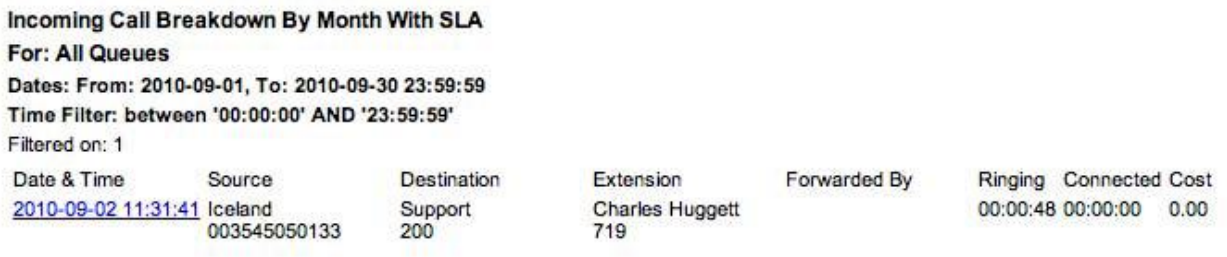
| | |
|---|---|
| Interval | Day and Date |
| No. of Calls | Total number of calls during each month |
| Connected – Total | The total number of calls that were successfully connected during each month |
| Connected – Sub-5 Seconds | The total number of calls that were successfully connected, but lasted less than 5 seconds, during each month |
| Connected – Max Wait | The longest time that it took a call to be answered during each month |
| Connected – Average Wait | The average time that it took a call to be answered during each month |
| Connected – Max Talk | The longest time that a call was connected for during each month |
| Connected – Average Talk | The average time that a call was connected for during each month |
| Connected – Total Talk | The total length of time that all calls were connected for during each month |
| Voicemail – Total | The total number of calls that were forwarded, or transferred, to voicemail during each month |
| Voicemail – Max Wait | The longest time that it took for a call to be forwarded, or transferred, to voicemail during each month |
| Voicemail – Average Wait | The average time that it took for a call to be forwarded, or transferred, to voicemail during each month |
| Abandoned – Total | The total number of calls where thee caller hung-up during each month |
| Abandoned – Max Wait | The longest time that it took for a caller to hang-up during each month |
| Abandoned – Average Wait | The average time that it took for a caller to hang-up during each month |
| Answer Time - % Inside SLA | The percentage of calls that were answered within the management-defined SLA threshold during each month |

| | |
|---|---|
| Answer Time - % Outside SLA | The percentage of calls that were answered outside of the management-defined SLA threshold during each month |
| Handling Time - % Inside SLA | The percentage of calls that were answered and completed within the management-defined SLA threshold during each month |
| Handling Time - % Outside SLA | The percentage of calls that were answered and completed outside of the management-defined SLA threshold during each month |

### Incoming Call Breakdown By Month With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Day With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column the of the Incoming Call Breakdown By Hour With SLA report provides the following detail.



**Incoming Call Breakdown By Month With SLA**
**For: All Queues**
**Dates: From: 2010-09-01, To: 2010-09-30 23:59:59**
**Time Filter: between '00:00:00' AND '23:59:59'**
Filtered on: 1

| Date & Time | Source | Destination | Extension | Forwarded By | Ringing | Connected | Cost |
|---|---|---|---|---|---|---|---|
| 2010-09-02 11:31:41 | Iceland 003545050133 | Support 200 | Charles Huggett 719 | | 00:00:48 | 00:00:00 | 0.00 |

| | |
|---|---|
| Date & Time | Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call |
| Source | Name (if entered on maximiser) and number (if presented) of the caller |
| Destination | The name associated with the number called and the number called |
| Extension | The name associated with the extension that actually answered the call and the number of that extension |
| Forwarded By | The name associated with the extension that caused the call to be forwarded and the number of that extension |
| Ringing | The total time that this call was ringing before connected |
| Connected | The total time that this call was connected |
| Cost | The cost associated with this call |

A further drill down on Date & Time provides the standard complete call record.

## Outgoing Completion Codes By Queue

### Call Centre Report Description

Identifies the range and number of outcomes/Completion Codes that have been used after completing outbound calls for a Department/Queue over a period of time.

**Outgoing Completion Codes By Queue**
**For: All Queues**
**Dates: Today**
**Time Filter: between '00:00:00' AND '23:59:59'**

**Support**

| Code Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|
| Callback Needed | 2 | 00:00:10 | 00:00:15 | 00:00:20 |
| Level 1 Enquiry | 4 | 00:00:06 | 00:00:11 | 00:00:26 |
| Sale Made | 8 | 00:00:12 | 00:00:32 | 00:01:37 |
| Support Call | 4 | 00:00:08 | 00:00:12 | 00:00:32 |
| | 18 | 00:00:09 | 00:00:32 | 00:02:55 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Code Name | The Completion Code that the Agent selected when they completed this call |
| Total Handled | The total number of calls in this Queue that were completed with this Completion Code |
| Average Handle Time | The average time that it takes for an Agent to complete a call that resulted in this Completion Code |
| Maximum Handle Time | The longest time that it took for an Agent to complete a call resulted in this Completion Code |
| Total Connected Time | The total time that Agents have spent on calls resulting in this Completion Code |

## Drill Down Report

No drill down facility is available for this report.

# Outgoing Completion Codes By Agent

## Call Centre Report Description

Identifies the range and number of outcomes/Completion Codes that have been entered by an individual Agent upon completing outbound calls on behalf of a Department/Queue over a definable time period.

**Outgoing Completion Codes By Agent**
**For: All Agents**
**Dates: Today**
**Time Filter: between '00:00:00' AND '23:59:59'**

**John Smith**

| Code Name | Queue Name | Total Handled | AVG Handle Time | Max Handle Time | Total Connected Time |
|---|---|---|---|---|---|
| Callback Needed | Support | 1 | 00:00:15 | 00:00:15 | 00:00:15 |
| Level 1 Enquiry | Support | 2 | 00:00:09 | 00:00:11 | 00:00:18 |
| Sale Made | Support | 4 | 00:00:13 | 00:00:19 | 00:00:50 |
| Support Call | Support | 2 | 00:00:10 | 00:00:12 | 00:00:20 |
| | | 9 | 00:00:11 | 00:00:19 | 00:01:43 |

## Configuration Options

| | |
|---|---|
| Report Period | Select from 11 presets or Custom start date - end date |
| Start Date | Select date from drop down Calendar |
| End Date | Select date from drop down Calendar |
| In Time Period | Enter Start and End times in hhmm (24 hour) format |

## Report Columns

| | |
|---|---|
| Code Name | The Completion Code that the Agent selected when they completed this call |
| Queue Name | The name of the Queue/Department associated with the outbound calls |
| Total Handled | The total number of calls in this Queue that were completed with this Completion Code |
| Average Handle Time | The average time that it takes for an Agent to complete a call that resulted in this Completion Code |
| Maximum Handle Time | The longest time that it took for an Agent to complete a call resulted in this Completion Code |
| Total Connected Time | The total time that Agents have spent on calls resulting in this Completion Code |

## Drill Down Report

No drill down facility is available for this report.

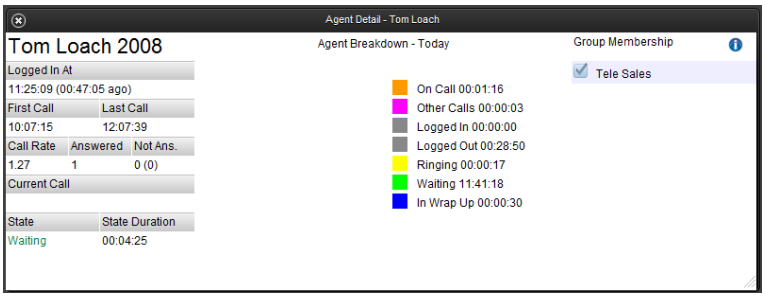
# Vision Call Centre Live Wallboards

If your Manager account that has been given Manage as Agent and Manage as Queue rights you will be given three additional Panels to choose from when creating a wallboard – Agent Panel, Calls Queuing and Agents in Queue. Please refer to your system administrator for further details.

Please note that these panels will update every 2 seconds, and are not configurable, in other words the colours and layout cannot be altered.

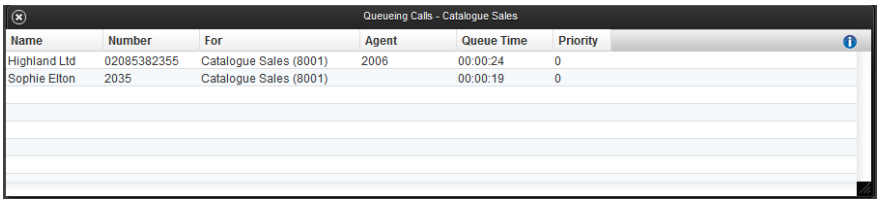
## Agent Panel

This panel will display real time and historical call data for the Agent selected. This is the same information that is displayed within the Agent Detail pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.



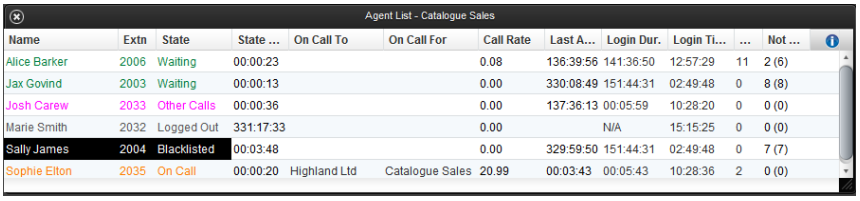

## Calls Queuing Panel

This panel will display a list of calls currently waiting to be answered either for all Queues that you have been given permission to manager or for the selected Queue. This is the same information that is displayed within the Queuing Calls pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.



## Agents in Queue

This panel displays a list of the Agents currently logged in for the selected Queue, and displays their current state and call details. This is the same information that is displayed within the Agents pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.

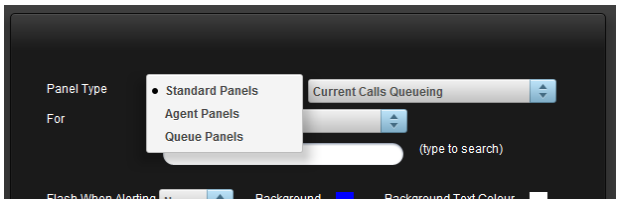



| Name | Extn | State | State ... | On Call To | On Call For | Call Rate | Last A... | Login Dur. | Login Ti... | ... | Not ... |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Alice Barker | 2006 | Waiting | 00:00:23 | | | 0.08 | 136:39:56 | 141:36:50 | 12:57:29 | 11 | 2 (6) |
| Jax Govind | 2003 | Waiting | 00:00:13 | | | 0.00 | 330:08:49 | 151:44:31 | 02:49:48 | 0 | 8 (8) |
| Josh Carew | 2033 | Other Calls | 00:00:36 | | | 0.00 | 137:36:13 | 00:05:59 | 10:28:20 | 0 | 0 (0) |
| Marie Smith | 2032 | Logged Out | 331:17:33 | | | 0.00 | | N/A | 15:15:25 | 0 | 0 (0) |
| Sally James | 2004 | Blacklisted | 00:03:48 | | | 0.00 | 329:59:50 | 151:44:31 | 02:49:48 | 0 | 7 (7) |
| Sophie Elton | 2035 | On Call | 00:00:20 | Highland Ltd | Catalogue Sales | 20.99 | 00:03:43 | 00:05:43 | 10:28:36 | 2 | 0 (0) |

The standard wallboard panels will provide the ability to display additional data relating to Agents and Queues, if you have Manage as Agent and Manage as Queue rights, as follows.

## Statistic Panel

When a Statistic Panel is created, three Panel Type groups are available:

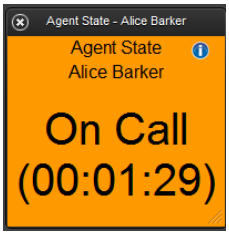



### Standard Panels

Provide the options available with standard Vision as described in the Live Wallboards section from page 70.

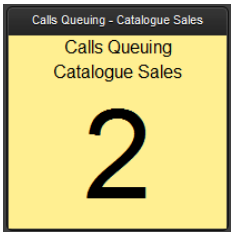
### Agent Panels

Provide the ability to create panels displaying data for a specific agent, such as whether he/she is logged in, call rate, on call to, etc. Please note that the Agent Logged In panel will update every 10 seconds.




### Queue Panels

Provide the ability to create panels displaying statistic for a specific queue, such as number of calls in, number of calls answered, calls answered within SLA, etc. If the Answered Within SLA, Answered Outside SLA, Handled Inside SLA and Handled Outside SLA panels are chosen a list box will appear to enable you to select the SLA required.




## Report Panel

When creating a Report Panel you will also be able to select one of the Call Centre Reports.

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